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KWIC INDEX TO SERVICES 1999







Ontario, a province for all ages

1999

International Year of Older Persons 1999

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MINISTRY PROGRAM OR SERVICE	(ACRONYM) for book use only, (used for some, not all listings)	MINISTRY WEB SITE (if available)	GENERAL INQUIRY NUMBER	PAGE
NOTE: The Ontario government central web site can be accessed as follows: http://www.gov.on.ca				
Agriculture, Food and Rural Affairs (AGF)		http://www.gov.on.ca/OMAFRA	1-888-466-2372	28
Alcohol and Gaming Commission of Ontario			326-0450	188
Attorney General (MAG)		http://www.gov.on.ca/ATG	326-2220	56
Cabinet Office (CAB)			325-7635	1
Chief Election Officer (LEG)		http://www.electionsontario.on.ca	321-3000	26
Citizens' Inquiry Bureau			326-1234	376
Citizenship, Culture and Recreation (CZR)		http://www.gov.on.ca/MCZCR	327-2422	91
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Lieutenant Governor's Office (LTG)		http://www.lt.gov.on.ca	325-7780	1
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Transportation (MTO)		http://www.mto.gov.on.ca	235-4686	499
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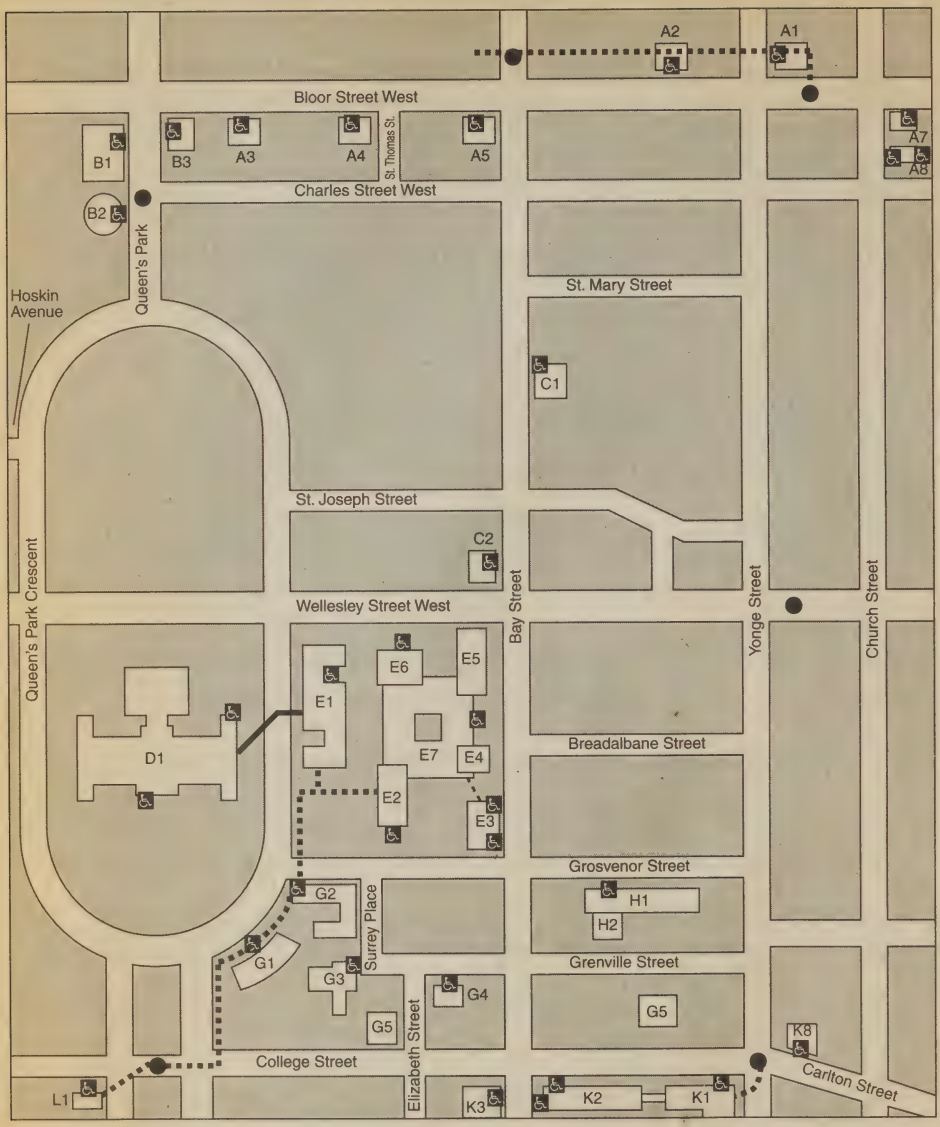
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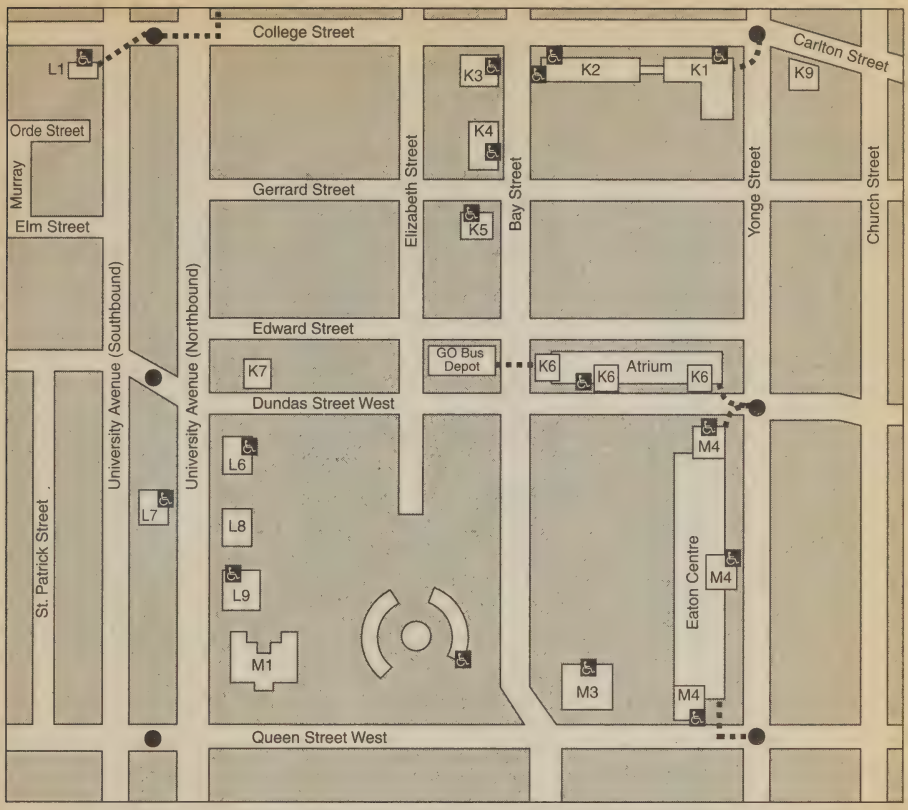
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QUEEN'S PARK AREA MAP



QUEEN'S PARK AREA MAP



Queen's Park and Vicinity KEY

● **Subway** **Wheelchair Access** **Tunnel (Entrance from first basement)** **Subway tunnels**

LEGEND

A1 - 2 Bloor St. E.
A2 - 2 Bloor St. W.
A3 - 151 Bloor St. W.
A4 - 101 Bloor St. W.
A5 - 77 Bloor St. W.
A7 - 175 Bloor St. E.
A8 - 625 Church St.
B1 - 100 Queen's Park (Royal Ontario Museum)
B2 - 100 Queen's Park (Planetarium)
B3 - 125 Queen's Park (Q.P. Entrance) (Ombudsman Office) - 157 Bloor St. W. (Bloor St. Entrance)
C1 - 1075 Bay St. (The Citadel)
C2 - 56 Wellesley St. W.
D1 - Legislative Building
E1 - 99 Wellesley St. W. (Whitney Block)
E2 - 80 Grosvenor St. (Hepburn Block)
E3 - 880 Bay St. - 50 Grosvenor St.
E4 - 900 Bay St. (Mowat Block)
E5 - 900 Bay St. (Hearst Block)
E6 - 77 Wellesley St. W. (Ferguson Block)
E7 - 900 Bay St. (Macdonald Block)
G1 - 7 Queen's Park Cr. (Frost Building South)
G2 - 95 Grosvenor St. (Frost Building North)
G3 - 2 Surrey Place
G4 - 77 Grenville St. (Archives of Ontario)
G5 - 18 Grenville St. (Q.P. Credit Union)
H1 - 25 Grosvenor St. (George Drew Bldg.)
H2 - 26 Grenville St. (Coroner's Office)
K1 - 444 Yonge St. (Provincial and Small Claims Courts)
K2 - 777 Bay St. (College Park)
K3 - 790 Bay St.
K4 - 720 Bay St. (Attorney General)
K5 - 700 Bay St. (Lucliff Place)
K6 - Atrium on Bay, includes: 20 Dundas St. W. 40 Dundas St. W. 595 Bay St.
K7 - 180 Dundas St. W.
K8 - 2 Carlton St.
L1 - 700 University Ave. (Ont. Hydro)
L6 - 439 University Ave.
L7 - 400 University Ave.
L8 - 393 University Ave.
L9 - 361 University Ave. (Court House)
M1 - 130 Queen St. W. (Osgoode Hall)
M3 - 60 Queen St. W. (Old City Hall)
M4 - Eaton Centre, includes: 1 Dundas St. W. (North Tower) 250 Yonge St. (East tower) 20 Queen St. W. (South Tower)

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ORGANIZATION DESCRIPTIONS

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THE ONTARIO GOVERNMENT

The three major divisions of parliamentary government in Ontario are the Executive, the Legislative and the Judiciary.

Executive: The Queen, represented by the Lieutenant Governor, is the nominal executive and head of state. The Premier and Ministers of the Crown (Cabinet) form the active executive, formulate government policy and administer its programs.

The basic units of the administrative structure headed by the Office of the Premier are 19 ministries (e.g., Education and Training, Health), each responsible to a Minister in Cabinet.

Legislative: The Legislative Assembly enacts, amends and repeals legislation; authorizes the imposition of taxes and reviews expenditure estimates; discusses and criticizes policies put forward by the Executive.

Judiciary: The judiciary administers justice by adjudicating civil and criminal disputes through the Ontario courts system constituted by provincial statute.

CABINET OFFICE

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The role of Cabinet Office is to manage the decision-making structures of the Ontario government, ensuring that they effectively reflect the policies and programs of the government. Cabinet Office, working with the Premier's Office, supports Cabinet and its committees in establishing an agreed upon policy agenda and overall priorities, and works with ministries to ensure that a full range of policy options is provided to Cabinet. From time to time, Cabinet Office establishes special working groups to develop policy in areas of particular priority or which require inter-ministry coordination. In addition, Cabinet Office liaises with the Government House Leader's Office on the legislative agenda, and coordinates corporate communications and issues management processes.

ACTS

Executive Council Act
Lieutenant Governor Act
Policy and Priorities Board of Cabinet Act
Representation Act, 1996

LEGISLATIVE OFFICES

Legislative Bldg
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Toronto M7A 1A2

LEGISLATIVE ASSEMBLY OF ONTARIO

The **Legislative** Assembly, commonly called the House, consists of 130 **Members of Provincial Parliament (MPPs)** elected to represent the people in their constituencies. The Assembly performs legislative, financial and critical functions. It considers proposals for **legislation** or bills; enacts, amends and repeals legislation; authorizes the collection of funds from the people of Ontario; and scrutinizes the policies put forth by the government. As the presiding officer, the Speaker of the Assembly is responsible for both the policy and operations of the Legislature. The Clerk of the Assembly, in the capacity of principal permanent officer, provides the Speaker and **MPPs** with procedural advice.

Constituency office addresses and phone numbers follow at the end of the below listing. Where the designation "Honourable" (the abbreviation is Hon.) is part of an MPP's name, this indicates the MPP is also a cabinet minister.

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Penetanguishene L9M 1S7
General Inquiry (705)549-4521

McLeod, Lyn LIB (FORT WILLIAM)
240 South Syndicate Ave
Thunder Bay P7E 1C8
General Inquiry (807)623-9237
Fax (807)623-4983

Miclash, Frank LIB (KENORA)
300 McClellan Ave
Kenora P9N 1A8
General Inquiry (807)468-6311
Toll Free 1-800-465-5302 (Within Riding)
Fax (807)468-4604

Miclash, Frank LIB (KENORA ALTERNATE ADDRESS)
Unit 1, 122 King St
Dryden P8N 1C2
General Inquiry (807)223-5000
Fax (807)223-8648

Morin, Blain NDP (NICKEL BELT)
Unit 2, 3146 Laura Ave
Chelmsford P0M 1L0
General Inquiry (705)855-3531
Toll Free 1-800-761-6667 (Within Riding)
Fax (705)855-7597

Morin, Gilles E. LIB (CARLETON EAST)
Suite 216, 1980 Ogilvie Rd
Gloucester K1J 9L3
General Inquiry (613)745-6899
Fax (613)745-8935

Munro, Julia PC (DURHAM - YORK)
Ballantrae Plaza, Unit 13, RR 3 PO Box 9
Stouffville L4A 7X4
General Inquiry (905)640-3855
Toll Free 1-800-263-7411 (Within Riding)
Fax (905)640-5180

Murdoch, Bill PC (GREY - OWEN SOUND)
1047 Second Ave E
Owen Sound N4K 1H8
General Inquiry (519)371-2421
Fax (519)371-0953

Murdoch, Bill PC (GREY - OWEN SOUND ALTERNATE ADDRESS)
36 Toronto St S
Box 88
Markdale N0C 1H0
General Inquiry (519)986-2510
Fax (519)986-3655

Mushinski, Marilyn PC (SCARBOROUGH - ELLESMERE)
Suite 205, 2100 Ellesmere Rd
Scarborough M1H 3B7
General Inquiry (416)438-1242
Fax (416)438-1244

Newman, Dan PC (SCARBOROUGH CENTRE)
2646 Eglinton Ave E
Scarborough M1K 2S3
General Inquiry (416)261-9525
Fax (416)261-0381

North, Peter IND (ELGIN)
542 Talbot St
St Thomas N5P 1C4
General Inquiry (519)631-0666
Toll Free 1-800-265-7638 (Within Riding)
Fax (519)631-9478

O'Toole, John PC (DURHAM EAST)
75 King St E
Bowmanville L1C 1N4
General Inquiry (905)697-1501
Fax (905)697-1506

Ouellette, Jerry J. PC (OSHAWA)
170 Athol St E
Oshawa L1H 1K1
General Inquiry (905)723-2411
Fax (905)723-1054

PALLADINI, HON. AL PC
(YORK CENTRE)
Suite 207, 1118 Centre St
Thornhill L4J 7R9
General Inquiry (905)886-6748
Fax (905)886-6760

Parker, John PC (YORK EAST)
196 O'Connor Dr
Toronto M4J 2T1
General Inquiry (416)425-4560
Fax (416)425-5846

Patten, Richard LIB
(OTTAWA CENTRE)
1292 Wellington St
Ottawa K1Y 3A9
General Inquiry (613)722-6414
Fax (613)722-6703

Pettit, Trevor PC
(HAMILTON MOUNTAIN)
Unit 2, 952 Concession St
Hamilton L8V 1G2
General Inquiry (905)388-9734
Fax (905)388-7862

Phillips, Gerry LIB
(SCARBOROUGH - AGINCOURT)
Suite 204, 4002 Sheppard Ave E
Scarborough M1S 4R5
General Inquiry (416)297-6568
Fax (416)297-4962

Pouliot, Gilles NDP (LAKE NIPIGON)
Legislative Bldg East Wing, Rm 359,
Queen's Park
Toronto M7A 1A5
General Inquiry (416)325-4075
Toll Free 1-800-268-7192 (Within Area
Code 807)
Fax (416)325-4076

Preston, Peter PC
(BRANT - HALDIMAND)
5 Talbot St W
Box 70
Cayuga N0A 1E0
General Inquiry (905)772-7383
Fax (905)772-1038

Pupatello, Sandra LIB
(WINDSOR - SANDWICH)
875 Ouellette Ave
Windsor N9A 4J6
General Inquiry (519)977-7191
Fax (519)977-7029

Ramsay, David LIB (TIMISKAMING)
29 Duncan Ave
Kirkland Lake P2N 1X5
General Inquiry (705)567-4650
Toll Free 1-800-461-2186 (Within Riding)
Fax (705)567-4208

Ramsay, David LIB (TIMISKAMING
ALTERNATE ADDRESS)
524 Ferguson St
PO Box 429
Haileybury P0J 1K0
General Inquiry (705)672-2488
Fax (705)672-3241

Rollins, Doug PC (QUINTE)
43 Pinnacle St S
Belleville K8N 3A1
General Inquiry (613)962-1144
Fax (613)969-6381

Rollins, Doug PC (QUINTE
ALTERNATE ADDRESS)
5 Stewart St
Trenton K8V 6H5
General Inquiry (613)392-3038
Fax (613)392-2241

Ross, Lillian PC (HAMILTON WEST)
304 Main St W
Hamilton L8P 1J8
General Inquiry (905)527-2556
Fax (905)527-2570

RUNCIMAN, HON. ROBERT W. PC
(LEEDS - GRENVILLE)
243 Perth St
Brockville K6V 5E7
General Inquiry (613)342-9522
Toll Free 1-800-267-4408 (Within Riding)
Fax (613)342-2501

Ruprecht, Tony LIB (PARKDALE)
1079 College St
Toronto M6H 1B4
General Inquiry (416)535-3158
Fax (416)325-9961

SAMPSON, HON. ROB PC
(MISSISSAUGA WEST)
Unit 17, 1100 Central Pky W
Mississauga L5C 4E5
General Inquiry (905)897-8815
Fax (905)897-8482

Saunderson, William PC (EGLINTON)
5th Flr, 2221 Yonge St
Toronto M4S 2B4
General Inquiry (416)482-2480
Fax (416)482-3144

Sergio, Mario LIB (YORKVIEW)
Unit 38, 2300 Finch Ave W
North York M9M 2Y3
General Inquiry (416)743-7272
Fax (416)743-3292

Shea, Derwyn PC
(HIGH PARK - SWANSEA)
Suite 502, 2 Jane St
Toronto M6S 4W3
General Inquiry (416)762-6959
Fax (416)762-4499

Sheehan, Frank PC (LINCOLN)
3911 Victoria Ave
Vineland L0R 2C0
General Inquiry (905)562-3737
Fax (905)562-3744

Silipo, Tony NDP (DOVERCOURT)
803 St Clair Ave W
Toronto M6C 1B9
General Inquiry (416)653-1044
Fax (416)653-1054

Skarica, Toni PC
(WENTWORTH NORTH)
Suite 104, 89 King St W
Dundas L9H 1V1
General Inquiry (905)628-6558
Fax (905)628-6322

Smith, Bruce PC (MIDDLESEX)
Unit 29, 2100 Oxford St E
London N5V 4A4
General Inquiry (519)457-3110
Fax (519)455-3654

SNOBELEN, HON. JOHN PC
(MISSISSAUGA NORTH)
Suite 210, 101 Queen St S
Mississauga L5M 1K7
General Inquiry (905)826-7200
Fax (905)826-4553

Spina, Joe PC (BRAMPTON NORTH)
Conestoga Square, 2nd Flr Suite 104, 380 Bovaird Dr
Brampton L6Z 2S8
General Inquiry (905)840-9244
Fax (905)840-7845

STERLING, HON. NORMAN W. PC
(CARLETON)
1143A Mill St
PO Box 535
Manotick K4M 1A5
General Inquiry (613)692-2403
Toll Free 1-800-267-1020 (Within Riding)
Fax (613)692-0869

Stewart, Gary PC (PETERBOROUGH)
Unit 3, 193 Simcoe St
Peterborough K9H 2H6
General Inquiry (705)742-3777
Fax (705)742-1822

STOCKWELL, HON. CHRIS PC
(ETOBICOKE WEST)
Suite 214, 555 Burnhamthorpe Rd
Etobicoke M9C 2Y3
General Inquiry (416)695-1220
Fax (416)695-1222

Tascona, Joe PC (SIMCOE CENTRE)
36 Mulcaster St
Barrie L4M 3M1
General Inquiry (705)737-4242
Fax (705)737-1085

Tilson, David PC (DUFFERIN - PEEL)
244 Broadway Ave
Orangeville L9W 1K5
General Inquiry (519)941-7751
Toll Free 1-800-265-1603 (Within Riding)
Fax (519)941-3246

TSUBOUCHI, HON. DAVID H. PC (MARKHAM)
Suite 201, 8901 Woodbine Ave
Markham L3R 9Y4
General Inquiry (905)305-1935
Fax (905)305-1938

TURNBULL, HON. DAVID PC (YORK MILLS)
Suite 10, 1262 Don Mills Rd
North York M3B 2W7
General Inquiry (416)445-4040
Fax (416)445-7031

Vankoughnet, Bill PC (FRONTENAC - ADDINGTON)
Suite 207, 516 O'Connor Dr
Kingston K7P 1N3
General Inquiry (613)389-7513
Toll Free 1-800-267-2216 (Within Riding)
Fax (613)389-7763

VILLENEUVE, HON. NOBLE A. PC (S-D-G & EAST GRENVILLE)
Labrosse St
PO Box 238
Moose Creek K0C 1W0
General Inquiry (613)538-2408
Toll Free 1-800-267-7176 (Within Riding)
Fax (613)538-2617

Wettlaufer, Wayne K. PC (KITCHENER)
70 Francis St N
Kitchener N2H 5B5
General Inquiry (519)579-5460
Fax (519)579-2121

Wildman, C.J. (Bud) NDP (ALGOMA)
Heyden Shopping Centre, Hwy 17 N
RR 2
Sault Ste Marie P6A 5K7
General Inquiry (705)777-1013
Fax (705)777-1017

WILSON, HON. JIM, PC Member (SIMCOE WEST)
Unit 28, 180 Parsons Rd
Alliston L9R 1E8
General Inquiry (705)435-4087
Toll Free 1-800-268-7542 (Within Riding)
Fax (705)435-1051

WILSON, HON. JIM, PC Member (SIMCOE WEST ALTERNATE ADDRESS)
50 Hume St
Collingwood L9Y 1V2
General Inquiry (705)446-1090
Fax (705)446-3397

WITMER, HON. ELIZABETH PC (WATERLOO NORTH)
375 University Ave E
Waterloo N2K 3M7
General Inquiry (519)725-3477
Fax (519)725-3667

Wood, Len NDP (COCHRANE NORTH)
12B Byng Ave
Kapuskasing P5N 1W3
General Inquiry (705)335-6400
Toll Free 1-800-461-1810 (Within Riding)
Fax (705)337-6869

Wood, Bob PC (LONDON SOUTH)
Unit 3, 312 Commissioners Rd W
London N6J 1Y3
General Inquiry (519)657-3120
Fax (519)657-0368

Young, Terence PC (HALTON CENTRE)
Suite 205, 247 North Service Rd W
Oakville L6M 3E6
General Inquiry (905)815-1995
Fax (905)815-8123

SPEAKER OF THE LEGISLATIVE ASSEMBLY

Legislative Bldg
Rm 180, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7435
Fax (416)325-7483

As the Chief Presiding Officer, the Speaker of the Legislative Assembly is responsible for both policy and operations of the Legislative Precinct which includes the Legislative Building, its surrounding grounds and the 1st, 2nd and 3rd floors of the Whitney Block. The Speaker also chairs the Board of Internal Economy which reviews and approves operating policy for the Office of the Assembly, governs the Assembly's financial affairs, including the review of the estimates.

CLERK OF THE LEGISLATIVE ASSEMBLY

Legislative Bldg
Rm 104, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7340
Fax (416)325-7344

The Clerk is the chief permanent officer of the Legislative Assembly, with the rank and status of a Deputy Minister. As the principal procedural adviser and senior officer of the House, the Clerk's responsibilities include advising the Speaker and Members of the **Legislature** on questions of procedure and interpretation of the rules and practices of the House. The Clerk is also responsible for the overall direction and administration of the Legislative Assembly and is Secretary of the Board of Internal Economy.

The Clerk is Secretary of the Ontario Branch of the **Commonwealth Parliamentary Association**, with responsibility for coordinating the activities of the branch and the Legislature with other Parliaments, and Secretary of the Ontario section of the Assemblée parlementaire de la Francophonie.

The office maintains the public disclosure statements of Members of the Legislative Assembly and the Executive Council for examination by Members and the public.

CLERK'S OFFICE

Legislative Bldg
Rm 104, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7340
Fax (416)325-7344

The Clerk's Office supports the activities of the Clerk of the Legislative Assembly. The Clerk is the principal procedural adviser to the Speaker and Members of the Legislature and is responsible for the overall direction and administration of the Legislative Assembly.

FRENCH LANGUAGE SERVICES
Legislative Bldg
Rm 104, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7340
Fax (416)325-7344

The French Language Services coordinator provides guidance and assistance relating to the effective delivery of activities and services in French for the Legislative Assembly.

ADMINISTRATIVE SERVICES DIVISION

OFFICE OF THE EXECUTIVE DIRECTOR
Whitney Block
Rm 2503, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-3567
Fax (416)314-5995

The Administrative Services Division consists of Financial Services and Purchasing, and Human Resource Services.

FOOD SERVICES (SODEXHO MARRIOTT)
Legislative Bldg
Rm B29E, Queen's Park
Toronto M7A 1A2
(416)325-7396 (Catering and Steward Services)
(416)325-7395 (Reservations)

Food Services operates a dining room and cafeteria in the lower level of the **Legislative** Building as well as a Tuck Shop on the main floor of the Whitney Block. Catering services are available upon request.

FINANCIAL SERVICES AND PURCHASING
Whitney Block
Rm 2630, 99 Wellesley St W
Toronto M7A 1A6
General Inquiry (416)325-9489
Fax (416)325-9521
finance@ontla.ola.org

Financial Services and Purchasing provides the Members of the Legislative Assembly, its executives and program managers with accounting services which include financial reporting, accounts payable, payroll, revenue and accounts receivable, and financial data processing. This office also offers financial management services including the coordination of annual resource allocation for estimates, management reporting, financial policy development and advice.

As well, the Purchasing Section provides purchasing, central receiving and coordination of assets for the Legislative Assembly. This office also coordinates all furniture, equipment and telephone requirements for constituency offices across Ontario.

HUMAN RESOURCES SERVICES
Whitney Block
Rm 2420, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-3540
Fax (416)325-3573

Human Resources Services offers the following services: staffing, training and development, payroll, staff relations and counselling, policy development and establishment of classification, compensation, and benefits for offices of the Assembly. Benefits administration is also provided for MPPs and their staff, and all caucuses.

LEGISLATIVE LIBRARY AND LEGISLATIVE INFORMATION SYSTEMS DIVISION
Legislative Bldg
Queen's Park
Toronto M7A 1A9
General Inquiry (416)325-3900
(416)325-3900 (Reference Inquiries for MPPs and their staff)
8:30 - 5:00

The Legislative **Library** and Legislative Information Systems Division provides reference and information services to Members of Provincial Parliament (MPPs) and staff, officers of the Legislative Assembly, caucus staff for all parties, and members of the Legislative Press Gallery. A **research** service is offered exclusively for MPPs.The library's collection includes extensive political science, public administration, social science and legal materials; Canadian, provincial and United States govt. publications; and major daily Ontario newspapers. The Technical Services and Systems Branch compiles and edits the Ontario Govt. Publications Monthly Checklist and the Ontario Govt. Publications Annual Catalogue. They also administer the International Standard Book Number (ISBN) program for Ontario Govt. publications, work with the National Library in the assignment of International Standard Serial Numbers (ISSN) and provide Cataloguing-in-Publication (CIP) data for Ontario Govt. publications.

EXECUTIVE DIRECTOR'S OFFICE
Legislative Bldg North Wing
4th Flr, Queen's Park
Toronto M7A 1A9
General Inquiry (416)325-3900
Fax (416)325-3909

The Office of the Executive Director, Legislative Library and Legislative Information Systems Division, is responsible for the overall direction and administration of the division.

The division consists of the Office of the Executive Director, Information and Reference Services, Legislative Research Service, Technical Services and Systems, Collections Development, Press Clipping Service and Legislative Information Systems Branch.

INFORMATION AND REFERENCE SERVICES BRANCH
Legislative Bldg North Wing
3rd Flr, Queen's Park
Toronto M7A 1A9
(416)325-3900 (Reference Inquiries)
TTY (416)325-3919
Fax (416)325-3925

Information and Reference Services Branch provides reference and information services to the Members of the Provincial Parliament (MPPs) and staff, officers of the Legislative Assembly, caucus staff for all parties and members of the Legislative Press Gallery. Service to others is limited to access to those materials not available elsewhere in Toronto. The branch also provides circulation services and a press clipping service to Members and their staff.

LEGISLATIVE INFORMATION SYSTEMS BRANCH
Whitney Block
Rm 2440, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-7000
Fax (416)325-3799

The Legislative Information Systems Branch (LIS) is responsible for providing information technology systems and support to Members, their support staff and other branches of the Assembly. Services include user training, hotline support, development and implementation of technology strategies, systems and network administration, hardware and software maintenance programs, and systems security. The service is centered at Queen's Park and extends across the province to all Members' constituency offices.

LEGISLATIVE RESEARCH SERVICE BRANCH
Whitney Block
Rm 2520, 99 Wellesley St W
Toronto M7A 1A9
General Inquiry (416)325-3675
TTY (416)325-3701
Fax (416)325-3696
www.ontla.on.ca/library/publications.htm
8:30 - 5:00

Legislative **Research** Service provides confidential, non-partisan research exclusively to individual Members of the Legislature and offers research support to Standing and **Select Committees** of the Legislative Assembly. The service also prepares general distribution papers geared to the interests of all Members. These papers are available to the public in electronic format only through the Legislative Assembly website.

LEGISLATIVE SERVICES
Whitney Block
Rm 1405, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-3502
Fax (416)325-3505
9:00 - 5:00

The Legislative Services Division oversees the branches which are essential to the House and Committee proceedings. The division is responsible for Hansard Reporting and Interpretation Services, Broadcast and Recording Service, Legislative Support Services, Interparliamentary and Public Relations Branch, Journals and Procedural Research Branch, and Committees Branch.

BROADCAST AND RECORDING SERVICE
Legislative Bldg
Rm 453, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7900
Fax (416)325-7916

The **Broadcast** and Recording Service is responsible for the **accreditation** of visiting media, and liaison between the Queen's Park Press Gallery and the Speaker's Office.

This office operates the Ontario **Legislative Television** Satellite Network (ONT.PARL.), the audio recording of House and Committee proceedings for transcription by Hansard, and the "in- house" closed circuit television system. All House proceedings are real-time captioned for the hearing impaired.

MEDIA STUDIO
Legislative Bldg
Rm 149, Queen's Park
Toronto M7A 1A2
General Inquiry (416)327-2819
Fax (416)327-3497

The Media Studio is a fully functional television studio available for use by elected members of the Legislature.

COMMITTEES BRANCH
Whitney Block
Rm 1405, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-3500 (Collect Calls Accepted)
TTY (416)325-3538
Fax (416)325-3505

An important feature of the **Legislative** Assembly is the Committee system. Composed of Members drawn from each political party, Committees are created to study specific areas of jurisdiction or appointed on an ad hoc basis to inquire into specific issues.The Committees Branch provides procedural and administrative support to Standing and **Select Committees**, and offers advice and assistance on the drafting of motions relating to Committee business. The branch will answer questions about parliamentary procedure in Committees, matters referred to and being considered in Committees, and dates and times of Committee

meetings. Callers will be referred to the offices of Committees for more detailed information on Committee matters.

HANSARD REPORTING AND INTERPRETATION SERVICES
Whitney Block
Rm 3330, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-7400
(416)325-7401 (Request for Transcripts)
(416)325-3962 (Interpretation)
(416)325-7410 (Index and Reference)
Fax (416)325-7430
Fax (416)325-3967 (Interpretation)
www.ontla.on.ca

Hansard Reporting and Interpretation Services provides substantially verbatim **transcripts** of the sittings of the **Legislature** of Ontario and its committees, publishes an official report (Hansard) and offers **French** and English interpretation services. Index information on Hansard for the current and past sessions of the Legislature is available. Hansard is distributed to each Member of the Provincial Parliament (MPP), the Legislative Library, public libraries, and the Caucus offices. It can also be obtained by personal shopping at the Publications Ontario Bookstore, 880 Bay St., Toronto, (416-326-5320).

Draft and Final Hansards are available electronically within Queen's Park on the Legislative Assembly Bulletin Boards. Hansard reports, for both the proceedings in the Ontario Legislature and its committees, are also available on the Internet.

INTERPRETATION SECTION
Whitney Block
Rm 3330, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-3962
Fax (416)325-3967

Under the French Language Services program, the Interpretation Section of Hansard Reporting Services provides **interpretation services** in English and French for both the House and Committees of the Legislature.

INTERPARLIAMENTARY AND PUBLIC RELATIONS BRANCH
Legislative Bldg
Rm 191, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7500
Fax (416)325-7489

Interparliamentary and Public Relations Branch provides a wide range of services to the Members of Provincial Parliament, staff of the **Legislative** Assembly and visitors to the Legislative Building. The following provides an overview of services offered by the branch: **Tours** and educational programs conducted in English and French; public inquiry service and tourist information; Legislative **gift shop** featuring Ontario products, crafts and unique gifts (Visa and Mastercard accepted); exhibits and displays are coordinated for location in the Legislative Buildings; health services located in the basement of the Legislative Building (416-325-9988); interparliamentary relations coordinates Parliamentary Associations and visiting delegations.

JOURNALS AND PROCEDURAL RESEARCH BRANCH
Whitney Block
Rm 1521, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-7350 (Collect Calls Accepted)
Fax (416)325-3534
www.ontla.on.ca

The Journals and Procedural **Research** Branch coordinates daily publication of the Orders and Notices paper, Votes and Proceedings and daily Business paper. These documents are the official record of the activities of the Legislature. In addition to the Journals, the official permanent record of the Legislative Assembly's proceedings, the branch compiles and distributes a final Status of Business Report for each Session, consisting of information on **legislation**, Estimates, committee orders of reference, petitions, Sessional Papers and resolutions considered by the House. All current Sessional documents tabled in the House are retained in the branch and are available for public inspection. The branch will also answer questions on the status of legislation (**bills**) from current and previous Sessions on the Legislature. The Procedural Research Section provides procedural research and analysis services to the Speaker, the Clerk of the House and MPPs.

LEGISLATIVE SUPPORT SERVICES
Legislative Bldg
Rm B-16, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7457
Fax (416)325-3842

The **Legislative** Support Services provides an opportunity for outgoing, high achieving, community involved Grade 7 and 8 **students**, who are maintaining an 80% or its equivalent scholastic average, to participate in the legislative process. **Pages** act as messengers in the Legislative Chamber, meet with politicians and officials and receive schooling in mathematics and legislative process. This is a non residential programme and has a term of duty of four to six weeks. The deadline dates for receipt of applications are June 15 and December 15 in each year. Grade 8 students must submit their official application forms by December 15 of the year they enter Grade 8. Grade 7 students must be in Grade 7 when they apply. For further information and to request an application package, please call the Legislative Support Services. The branch also provides usher/messenger service in the Chamber and throughout the Legislative Precinct.

SERGEANT-AT-ARMS AND BUILDING MANAGEMENT DIVISION
Legislative Bldg North Wing
Rm 411, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7445
Fax (416)325-7154

The Sergeant-at-Arms and Building Management Division is responsible for security and building management in the Legislative Precinct.

OFFICE OF THE SERGEANT-AT-ARMS
Legislative Bldg North Wing
Rm 411, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7445
Fax (416)325-7154
8:30 - 4:30

The Sergeant-at-Arms is responsible for the security in the House and the Legislative Precinct. The Office of the Sergeant-at-Arms provides advice and responds to security issues to the Members of Provincial Parliament and the Legislative Assembly. The Sergeant-at-Arms provides ceremonial services on behalf of the Ontario Legislative Assembly.

BUILDING MANAGEMENT AND CONSERVATION BRANCH
Whitney Block
Rm 3540, 99 Wellesley St W
Toronto M7A 1A2
(416)325-3585 (Client Services Hot Line)
Fax (416)325-3593

The Building Management and Conservation Branch is responsible for building operations and maintenance for the Main Legislative Building, and the first three floors of the Whitney Block. The branch provides general building services which include interior design, repair, and telephone services. The branch is also responsible for heritage conservation and a long-term program to upgrade the Legislative Building. Plans include compliance with life and fire safety, and accessibility standards.

LEGISLATIVE SECURITY SERVICE
Legislative Bldg
Rm B7, Queen's Park
Toronto M7A 1A9
General Inquiry (416)325-1111
Fax (416)325-9912
24 Hours

The **Legislative Security** Service provides a full range of in-house security services to the Legislative Precinct under the direction of the Sergeant-at-Arms. The services are provided to the House and premises of the Legislative Precinct to the Members of Provincial Parliament and Legislative Assembly.

GOVERNMENT CAUCUS OFFICE

Legislative Bldg
Rm 251, Queen's Park
Toronto M7A 1A1
General Inquiry (416)325-7736
Fax (416)325-9038 (Rm 251)
Fax (416)325-8412 (Rm 211)
Fax (416)325-6565 (Rm 184)
Fax (416)325-8647 (Rm 447)
Fax (416)325-6300 (Rm 417)
Fax (416)325-7739 (Rm 251)

The Progressive Conservative Party (PC) currently forms the Government of Ontario. Each **PC** Member of Provincial Parliament (MPP) is part of the Government **Caucus**. The Caucus deliberates policies and programs which will become part of legislation to be introduced in the Legislature. Specific committees are responsible for certain areas. The Caucus Office has a **Chief Whip** who looks after attendance in full Caucus, committee meetings and the Legislature, and keeps all Members informed on votes expected in the Legislature. In addition, to his/her Queen's Park office, each Progressive Conservative MPP has a local constituency office to serve the needs of the people that he or she represents.

LIBERAL PARTY CAUCUS OFFICE

Whitney Block
Rm 1640, 99 Wellesley St W
Toronto M7A 1A4
General Inquiry (416)325-7200
Fax (416)325-9894

The Liberal Party (LIB) is currently the Official Opposition to the Ontario Government. Each Member of Provincial Parliament (MPP) belonging to the **LIB** takes part in the LIB **Caucus**. The Caucus has a **Chief Whip** who looks after attendance in full Caucus, committee meetings and the Legislature, and keeps all Members informed on votes expected in the Legislature. Each MPP has a constituency office to serve the needs of the people that he or she represents.

NEW DEMOCRATIC PARTY CAUCUS SERVICES

Legislative Bldg North Wing
Rm 200, Queen's Park
Toronto M7A 1A5
General Inquiry (416)325-7116
http:www.ndpmail@ndp.on.ca
9:00 - 5:00

Each Member of Provincial Parliament (MPP) belonging to the New Democratic Party (NDP) is part of the **NDP Caucus**. The Caucus office has a **Chief Whip** who looks after attendance in full Caucus, committee meetings and the Legislature, and keeps all Members informed on votes expected in the Legislature. Each MPP has a constituency office to serve the needs of the people that he or she represents.

COMMISSION ON ELECTION FINANCES

Suite 1110, 151 Bloor St W
Toronto M5S 1S4
General Inquiry (416)325-9401
Fax (416)325-9466
http://www.newswire.ca/coef
8:30 - 4:30

The Commission on Election Finances administers the Election Finances Act. It registers, assists and receives filings from Ontario's **political** parties, constituency associations, candidates and **leadership** contestants. All filings are made public. During a provincial election it supervises campaign expense limits and contribution limits to registered parties, associations and candidates. There is a time period for campaign **advertising**. The Commission pays a subsidy for **audit** fees for constituency associations, candidates and leadership contestants. Parties and candidates who qualify receive a partial reimbursement for their campaign expenses. There are annual and campaign period contribution limits for parties, associations and candidates. Tax credit receipts are issued for eligible contributions. There are no contributions and no tax credits for leadership contestants. E-Mail: gorden@inforamp.net

ENVIRONMENTAL COMMISSIONER OF ONTARIO

Suite 605, 1075 Bay St
Toronto M5S 2B1
General Inquiry (416)325-3377
Toll Free 1-800-701-6454
Fax (416)325-3370

The **Environmental** Commissioner of Ontario (ECO), an independent officer of the Legislative Assembly of Ontario, promotes the values, goals and purposes of the Environmental Bill of Rights (EBR) to improve the quality of Ontario's natural environment. The Environmental Commissioner of Ontario monitors and reports on the application of the EBR, provides **public education** to facilitate Ontario residents' participation in environmental decision-making, and reviews government accountability for environmental decision-making.

INFORMATION AND PRIVACY COMMISSIONER/ONTARIO

Suite 1700, 80 Bloor St W
Toronto M5S 2V1
General Inquiry (416)326-3333
TTY (416)325-7539
Toll Free 1-800-387-0073
Fax (416)325-9195
http://www.ipc.on.ca
8:30 -5:00

The Information and Privacy Commissioner (IPC) oversees the **Freedom of Information** and Protection of Privacy Act and the **Municipal** Freedom of Information and Protection of Privacy Act. These acts grant individuals the right of access to government-held **records** and the right to protection of personal information held by the government. The office has two responsibilities: ensuring the public's right of access to government-held information; and protecting the individual's right of privacy, as it relates to personal information held by provincial and local government organizations. Anyone not satisfied with a government

decision about access to information may ask the IPC to review the government's decision. In addition, the IPC investigates **complaints** from individuals who feel the government has wrongfully collected, used, or disclosed their personal information. The Commissioner reports directly to the Legislative Assembly.

OFFICE OF THE CHIEF ELECTION OFFICER

51 Rolark Dr
Scarborough M1R 3B1
General Inquiry (416)321-3000
Toll Free 1-800-668-2727
Fax (416)321-6853
http://www.electionsontario.on.ca
8:30 - 4:45

The Office of the Chief Election Officer (**Elections** Ontario) operates under the direction of the Chief Election Officer and conducts any provincial election of Members to the **Legislative** Assembly under the Ontario Election Act. The office directs the returning officers in each of the 130 electoral districts in the province. As well, the office coordinates the appointment, training and payments of all election officials and the rentals, equipment and supplies for all polling places at an election. The office serves government ministries, agencies and the public on a continuing basis by providing detailed current and historical information relating to provincial elections.

OFFICE OF THE INTEGRITY COMMISSIONER

Suite 1301, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)314-8983
Fax (416)314-8987

The Integrity Commissioner is responsible for ensuring all Members of the **Legislative** Assembly and Executive Council comply with the Members' Integrity Act, 1994, including responsibility for filing Members' Public Disclosure Statements, which are available to the public through the Clerk of the Legislative Assembly. The Commissioner has the right to conduct an inquiry if there are reasonable and probable grounds to believe that the Act has been contravened, and a copy of the Report is filed with the Speaker. The Commissioner files an Annual Report with the Speaker, and copies are available from Publications Ontario, 880 Bay St., Toronto. The Integrity Commissioner also reviews and rules on conflicts of interest and post-service restrictions for designated senior staff in the Premier's Office, Ministers' offices and the Privatization Secretariat. The MBS Directive is available from the Office of the Integrity Commissioner or on the corporate Intranet at intra.gov.on.ca/CPB.

OFFICE OF THE PROVINCIAL AUDITOR

Suite 1530, 20 Dundas St W
Box 105
Toronto M5G 2C2
General Inquiry (416)327-2381
Fax (416)327-9862

The Office of the Provincial **Audit**or conducts independent audit examinations, reviews, and special assignments that provide assurance, objective information, recommendations or advice to the Assembly, the Standing Committee on Public Accounts or to Minister of the

Crown in right of Ontario. In doing so, the office promotes accountability and value-for-money in government operations.

OMBUDSMAN ONTARIO

125 Queen's Park
Toronto M5S 2C7
General Inquiry (416)586-3300
TTY (416)586-3510
Toll Free 1-800-263-1830
Toll Free French 1-800-387-2620
Fax (416)586-3485
http:\www.ombudsman.on.ca

The Ombudsman investigates and resolves public **complaints** about decisions or actions made by an Ontario government Ministry, Board, Agency, Tribunal or Commission. Reporting to the Legislature, the Ombudsman is independent of political ties or governmental influences. The process employed is non-adversarial and attempts to seek out mutually-satisfactory resolutions to problems. The Ombudsman administers the Ombudsman Act and presents an annual report to the Speaker of the Legislative Assembly. All complaint-related inquiries are directed through the Toronto office Client Access Team.

REGIONAL OFFICES

LONDON
920 Commissioners Rd E
London N5Z 3J1
TTY (519)668-7182
Toll Free 1-800-263-1830
Fax (519)668-7187

OTTAWA
227 Rideau St
Ottawa K1N 5X8
TTY (613)789-7386
Toll Free 1-800-263-1830
Fax (613)239-1489

SAULT STE MARIE
111B Great Northern Rd
Sault Ste Marie P6B 4Y9
TTY (705)945-6884
Toll Free 1-800-263-1830
Fax (705)945-6916
9:00-5:00

SUDBURY
Suite 108, 66 Elm St
Sudbury P3C 1R8
TTY (705)670-0328
Toll Free 1-800-263-1830
Fax (705)564-3084

THUNDER BAY
125 North Cumberland St
Thunder Bay P7A 4M4
TTY (807)346-9130
Toll Free 1-800-263-1830
Fax (807)346-2804

ACTS

Election Act
Election Finances Act
Legislative Assembly Act
Legislative Assembly Retirement Allowances Act
Members' Conflict of Interest Act
Ombudsman Act

MINISTRY OF AGRICULTURE, FOOD AND RURAL AFFAIRS

1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3100
Toll Free 1-888-466-2372
Http://www.gov.on.ca/omafra

The vision of the Ministry of Agriculture, Food and Rural Affairs is to foster competitive, economically diverse and prosperous agriculture and food sectors and to promote economic development and job creation in rural communities. The ministry works in partnership with industry that contributes more than $25 billion annually into the provincial economy and employs more than 640,000 people on farms, in food plants, in grocery stores and in many related businesses. The ministry plays a key role in bringing a strong agricultural and rural perspective to provincial policies and works with other ministries to resolve local economic issues and to assist rural communities in retaining and attracting business. Most ministry branches operate from the headquarters at 1 Stone Road West, Guelph ON N1G 4Y2. Staff in 42 service locations across the province provide a range of agri-food and rural economic development programs and services to clients.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

2nd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4240
Toll Free 1-888-466-2372
Fax (519)826-3262
www.gov.on.ca/omafra
8:30 - 4:30

The Communications Branch supports ministry programs and policies by providing information in English and French to the media and the public through news releases, internet, television, educational videotapes, films, publications and exhibits. The branch recommends communications policies for the ministry, provides communications support to the Minister and Deputy Minister and advises other branches on communications strategies.

BROADCAST SERVICES

2nd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3163
Fax (519)826-3262

Broadcast Services produces a weekly TV program about the **agriculture** and food industry and rural communities in Ontario, as well as promotional and extension videos.

ELECTRONIC INFORMATION ACCESS
2nd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
(519)826-3700 (Information/Publications Order Desk)
Toll Free 1-888-466-2372
Fax (519)826-3358
Fax (519)826-3766 (Common Service Counter)
www.gov.on.ca/omafra
8:30 - 4:30

The unit provides clients access via the Common Services Counter. You may access information and order **publications** by phone, fax, and e-mail to products@omafra.gov.on.ca or visit our Products and Services section on the website at www.gov.on.ca/omafra. This unit also manages the ministry's electronic client communications and **information services**, through the development, management and quality assurance of content on the OMAFRA Website, intranet and other electronic repositories.

COMMON SERVICES COUNTER
1st Flr, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3700
General Inquiry (519)826-3100
Toll Free 1-888-466-2372 (1-888-4-OMAFRA)
Fax (519)826-3633
products@omafra.gov.on.ca
7:30 - 5:00

The Common Services Counter provides a variety of services, answering commonly asked questions, providing referral to other organizations or government staff for specialized help, and ordering of **publications**, products and services.

Services offered to the Public:
Products and Services

MEDIA/EDITORIAL SERVICES UNIT
2nd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4240
Fax (519)826-3262
8:30 - 4:30

Announcements of interest to the ministry and the ministry's client groups or the public are handled by Media and Editorial Services. The unit monitors current issues and offers advice and assistance in the following areas: news releases; communication plans; media relations; corporate and program publications; technical publications and factsheet production; advertising coordination and placement; translation services; speech writing; staff newsletter production; and copy writing.

VISUAL COMMUNICATIONS SERVICES
2nd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3266
Fax (519)826-3358
8:30 - 4:30

Visual Communications Services maintains the ministry's **audio-visual library** which includes videos, films, slide sets and teaching kits. These items can be borrowed by staff and outside clients. This unit can design, coordinate and produce large corporate displays for conferences, trade shows and special events.

Services offered to the Public:
Audio-Visual Library
Exhibits and Displays

LEGAL SERVICES BRANCH
5th Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4250
General Inquiry (519)826-4251
Fax (519)826-3385

The Legal Services Branch provides general legal services to the ministry, including interpretation of statutes and regulations, drafting legislation, preparation of orders in council, drafting agreements and other legal documents, and offering legal opinions on a wide variety of matters. The branch also conducts prosecutions, assists in the conduct of civil litigation, represents the ministry before various tribunals and serves as counsel to a number of ministry boards.

AGRICULTURE AND RURAL DIVISION

3rd Flr SW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4553
Fax (519)826-3259

The Agriculture and Rural Division is responsible for programs and services to support research information technology transfer and rural economic development. Through a province-wide network of advisory services, staff work with farmers, growers, producers and other partners in the food and rural sectors to identify needs and opportunities, adopt new technologies and make sound **business** decisions. Staff also work with rural citizens, residents, interest groups and businesses to develop leadership skills and facilitate group processes such as planning, problem solving and organization development.

AGRICULTURE AND RURAL DIVISION ADMINISTRATIVE TEAM
3rd Flr S, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4553
Fax (519)826-3259

Agriculture and Rural Division Administrative Team provides the Agriculture and Rural Division with administrative services in the areas of human resources (personnel, job applications), finance and general administration.

BUSINESS DEVELOPMENT AND FIELD SERVICES CENTRAL REGION
3rd Flr, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4080
Fax (519)826-4342
Fax (519)826-3259
Fax (519)826-4342
8:30 - 4:30

Business Development provides support for business initiatives in both the **agriculture** and rural business sectors, including general extension programs, marketing, business planning for large and small businesses, economic analysis (cost/benefit analysis), succession planning (human resources) and project management for businesses. This area works with farmers and growers, lenders, accountants, lawyers and rural entrepreneurs. The program also supports the field delivery of incentive and support programs for farmers such as Net Income Stabilization Account (NISA), Temporary **Retail Sales Tax** Rebate and business finance initiatives. It also provides leadership in extension methodology and technology and assists in policy development relating to farm and rural business management issues.

Services offered to the Public:
Credit Union/caisse populaire Education
Education in Financing your Future & Between Generations
Farm Family Adviser Program
Farm Practices Protection Act
Net Income Stabilization Account
Ontario Farm Management Analysis Project
Rural Business Development

CROP TECHNOLOGY AND FIELD SERVICES WEST REGION
3rd Fl S, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4090
Fax (519)826-3567
8:30 - 4:30

Crop **Technology** manages plant science extension education issues, influences policy development and creates technical information for public and private advisory services across the province for use by commercial crop agricultural producers. The team focuses on field and **horticulture crops**, agroforestry, use of **pesticides** and a variety of production practices including integrated pest management. Technology development stresses profitable, market-responsive crop production that promotes responsible production

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practices. Services provided include provincial and regional extension short courses, field days, brochures, factsheets and technical production packages. One-on-one and sector production problem solving is an added feature. The team provides technical support for pesticide minor use **registration**, pollination and new crop development.

Services offered to the Public:
Apiary Program
Apiculture Extension Bee Program
Apiculture Inspection Program/Bee Inspection
Crop Agriphone Numbers
Farm Soil Sample Analysis
Field Crops/Horticulture & IPM/Greenhouses, Agroforestry & Specialty Crops
Ontario Community Pastures Program

LIVESTOCK TECHNOLOGY AND FIELD SERVICES EAST REGION
3rd Flr, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4110
Fax (519)826-3259
Fax (519)826-3254

Livestock Technology is responsible for dealing with program issues relating to livestock management. The technology-focused managers coordinate the delivery of livestock, aquaculture and alternate livestock species, such as deer, emus and wild boars, and **poultry** extension programs across Ontario. Together with field services staff, the group promotes high quality livestock production through the use of on farm quality assurance, production systems, genetics, **nutrition** and animal health improvement technology programs. Working with farmers, input suppliers and processing businesses, the technology managers transfer leading edge information to livestock producers to support competitive livestock production in Ontario.

Services offered to the Public:
Livestock Health and Nutrition
Livestock Programs - Beef, Dairy, Swine, Equine, Sheep & Alternative Species
Ontario Feeder Cattle Loan Guarantee Program
Ontario Livestock Medicines Education Program
Ontario Record of Performance Program for Sheep
Ontario Swine Herd Information Program
Veterinary Assistance Program for Northern Ontario Designated Areas
Veterinary Assistance Program for Northern Ontario Designated Areas

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RESOURCES AND PLANNING AND FIELD SERVICES SOUTH REGION
3rd Flr S, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4120
Fax (519)826-3259

The goal of Resources and Planning is to support the long term viability of rural municipalities and the competitiveness of the agricultural industry by promoting the wise use of rural Ontario's land and **water** resources. Key program areas include **engineering** and technology, **environmental** management, and municipal and planning liaison. Areas of

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focus include: **agriculture** policies related to land use and the Planning Act, including sitings of buildings (MDS1 & MDS2) and other normal farm practices; Best Management Practices and Environmental Farm Planning, including **soils** and water management; utilization of manure, sludge and other nutrients or **wastes**; and agriculture buildings, structures and equipment.

Services offered to the Public:
Agricultural Tile Drainage Installation Act
Animals for Research Act
Artificial Insemination of Livestock Act
Drainage Act
Environmental Farm Plan Technical Support
Farm Implements Act
Farm Implements Act - Complaints Resolution
Farm Implements Act - Registration of Dealers and Distributors
Farm Practices Protection Act
Farm Soil Sample Analysis
Farming and Food Production Protection Act Program
Fertilizer Requirement Tables
Grain Dealer Licensing and Financial Protection Program
Grain Elevator (Operator) Storage Act
Livestock Legislation - Raw Milk Quality
Livestock Medicines Act
Non-Resident Agricultural Land Interests Registration
Ontario Weed Alert Program
Pounds Act
Riding Horse Establishment Act
Weed Control Act

RURAL DEVELOPMENT AND NORTH REGION
3rd Flr S, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4070
Toll Free 1-888-466-2372
Fax (519)826-3259
8:30 - 4:30

Rural Development and North Region coordinates the Ministry's role in the 4-H, Master Gardener and Community Food Advisor volunteer programs, as well as Ministry efforts to strengthen agricultural and rural organizations. Inter-ministry issues and the support of community **economic** development initiatives affecting rural Ontario are also coordinated by this team.

Services offered to the Public:
Community Food Advisor Program
Leadership Training
Leadership in Action
Master Gardener Program
Northern Ontario Heritage Fund Corporation
Ontario 4-H Program
Organization Development Consulting

SERVICES DELIVERY - MINISTRY FIELD OFFICES

Whether you drop by, phone in or surf to one of our offices looking for general information about programs and services, you will be speaking with someone who knows where and how to find what you need. From publications to course information, field office staff will point you in the right direction. If you need advice on a specific commodity or discipline you should ask for the **agriculture** and rural representative, who can either help you immediately or refer you to the appropriate commodity or discipline adviser or specialist. Municipal staff and elected officials looking for information and advice on municipal restructuring and realignment should ask to speak with either the rural community adviser or the agriculture and rural representative.

FIELD SERVICES - CENTRAL REGION

FERGUS
Wellington Pl
RR 1
Fergus N1M 2W3
General Inquiry (519)846-0941
Toll Free 1-800-265-8332
Fax (519)846-8178

GEORGETOWN
Hwy 7 332 Guelph St
Georgetown L7G 4B5
General Inquiry (905)873-9930
Toll Free 1-800-361-6989 (Within Area Codes 416, 905, 519, 613 & 705)
Fax (905)873-9934
8:30 - 4:30

LINDSAY
322 Kent St W
Lindsay K9V 2Z9
General Inquiry (705)324-6125
Toll Free 1-800-461-0329
Fax (705)324-1638
8:30 - 4:30

MIDHURST
2284 Nursery Rd
Midhurst L0L 1X0
General Inquiry (705)725-7288
Toll Free 1-800-461-9626
Fax (705)725-7296
8:30 - 5:00

PETERBOROUGH
South Tower
2nd Flr, 300 Water St
Peterborough K9J 8M5
General Inquiry (705)755-2601
(705)755-2005 (Publications)
Toll Free 1-888-596-5565 (Within Area Codes 705, 613 & 905)
Fax (705)755-2607
8:30 - 4:30

PORT PERRY
60 VanEdward Dr
Port Perry L9L 1G3
General Inquiry (905)985-2003
Toll Free 1-800-263-8023
Fax (905)985-9599
8:30 - 4:30

SATELLITE LOCATION

KETTLEBY RESEARCH STATION
1125 Woodchoppers Lane
RR 1
Kettleby L0G 1J0
General Inquiry (905)775-4261
Fax (905)775-4546
8:30 - 4:30

FIELD SERVICES - EAST REGION

ALFRED
Regional OMAFRA Office
31 St Paul St
PO Box 430
Alfred K0B 1A0
General Inquiry (613)679-4411
Toll Free 1-800-465-9974
Fax (613)679-0929
8:30 - 4:30

AVONMORE
Centennial Dr
Box 97
Avonmore K0C 1C0
General Inquiry (613)346-2143
Toll Free 1-800-267-1726
Fax (613)346-2689
8:30 - 4:30

BRIGHTON
95 Dundas St
RR 3, PO Box 8200
Brighton K0K 1H0
General Inquiry (613)475-1630
Toll Free 1-800-262-2885
Fax (613)475-3835
8:30 - 4:30

KEMPTVILLEORC
Government Bldg
Box 2004
Kemptville K0G 1J0
General Inquiry (613)258-8295
Toll Free 1-800-267-7953
Fax (613)258-8392
8:30 - 4:30

KINGSTON
Beechgrove Complex
798 King St W
Postal Bag 7800
Kingston K7L 5T4
General Inquiry (613)531-5580
Toll Free 1-800-293-7543
Fax (613)531-5585
8:30 - 4:30

NEPEAN
26 Thorncliff Pl
Nepean K2H 6L2
General Inquiry (613)828-9167
Toll Free 1-800-293-7542
Fax (613)828-6083
8:30 - 4:30

PERTH
10 Sunset Blvd
Perth K7H 2Y2
General Inquiry (613)267-1063
Toll Free 1-800-663-5435
Fax (613)267-7928
8:30 - 4:30

RENFREW
315 Raglan St S
Renfrew K7V 1R6
General Inquiry (613)432-4841
Toll Free 1-800-267-8816 (Within Area Code 613)
Fax (613)432-5260
8:30 - 4:30

SATELLITE LOCATION

BELLEVILLE
470 Dundas St E
Belleville K8N 1G1
General Inquiry (613)968-5930
Toll Free 1-800-391-6624
Fax (613)962-6809
8:15 - 4:30

WINCHESTER
457 Main St
Box 488
Winchester K0C 2K0
General Inquiry (613)774-2313
Toll Free 1-800-267-7603
Fax (613)774-3283
8:30 - 4:30

FIELD SERVICES - NORTH REGION

DRYDEN
479 Government Rd
PO Box 3000
Dryden P8N 3B3
General Inquiry (807)223-2415
Toll Free 1-800-465-7213
Fax (807)223-8502
8:30 - 4:30

ECHO BAY
183 Highway 17 East
RR 1
Echo Bay P0S 1C0
General Inquiry (705)248-9979
Toll Free 1-800-461-2234 (Within Area Code 705)
Fax (705)248-9982
8:30 - 4:30

EMO
Front St
Box 210
Emo P0W 1E0
General Inquiry (807)482-2310
Toll Free 1-800-465-2917
Fax (807)482-2864
8:30 - 4:30

GORE BAY
Corner of Meredith and Eleanor St.
Box 328
Gore Bay P0P 1H0
General Inquiry (705)282-2043
Toll Free 1-800-463-8358
Fax (705)282-2792
8:30 - 4:30

HUNTSVILLE
207 Main St W
Postal Bag 5000
Huntsville P1H 1Z9
General Inquiry (705)789-8886
Toll Free 1-800-461-9676
Fax (705)789-1241
8:30 - 4:30

NEW LISKEARD
Hwy 11B N
Box G
New Liskeard P0J 1P0
General Inquiry (705)647-6701
Toll Free 1-800-461-8750
Fax (705)647-7993
8:30 - 4:30

THUNDER BAY
335 Euclid Ave
Thunder Bay P7E 6G6
General Inquiry (807)475-1631
Toll Free 1-800-465-5026
Fax (807)475-1219
8:30 - 4:30

VERNER
Caldwell Township Hall Bldg
Hwy 64
Box 521
Verner P0H 2M0
General Inquiry (705)594-2312
Toll Free 1-800-461-6132
Fax (705)594-9675
8:30 - 4:30

FIELD SERVICES - SOUTH REGION

DUFF'S CORNER
1151 Hwy 53 W
RR 1, Fiddler's Green Box 81002
Ancaster L9G 4X1
General Inquiry (905)527-2995
Toll Free 1-800-461-6184
Fax (905)648-6817
8:30 - 4:30

ESSEX
46 Fox St
Essex N8M 2S2
General Inquiry (519)776-7361
Toll Free 1-800-265-5836
Fax (519)776-8028
8:30 - 4:30

LONDON (FORMERLY KOMOKA)Unit
7, 100 Enterprise Dr
RR 3
Komoka N0L 1R0
General Inquiry (519)473-6480
Toll Free 1-800-265-4750
Fax (519)473-6431
8:30 - 4:30

PETROLIA
360 Hwy 21 4224 Oil Heritage Rd
Box 730
Petrolia N0N 1R0
General Inquiry (519)882-0180
Toll Free 1-800-265-1441
Fax (519)882-3406
8:30 - 4:30

RIDGETOWN
Main St E
PO Box 400
Ridgetown N0P 2C0
General Inquiry (519)674-1690
Toll Free 1-800-265-9477
Fax (519)674-1564
8:30 - 4:30

SATELLITE LOCATIONS

DELHI RESEARCH STATION
Pest Management Centre
Schafer Rd, N of Hwy 3
PO Box 186
Delhi N4B 2W9
General Inquiry (519)582-1950
Fax (519)582-4223
8:30 - 4:30

HARROW RESEARCH STATION
2585 County Rd 20
Harrow N0R 1G0
General Inquiry (519)738-2251
Fax (519)738-2929
8:00 - 4:30

SIMCOE
Hwy 3 and Blueline Rd
Box 587
Simcoe N3Y 4N5
General Inquiry (519)426-7120
Toll Free 1-800-316-6664
Fax (519)428-1142
8:30 - 4:30

VINELAND STATION
Advisory Services Bldg
4890 Victoria Ave N
Vineland Station L0R 2E0
General Inquiry (905)562-4147
Toll Free 1-800-263-2481
Fax (905)562-5933
8:30 - 4:30

FIELD SERVICES - WEST REGION

CLARKSBURG
PO Box 69
Clarksburg N0H 1J0
General Inquiry (519)599-2042
Fax (519)599-5700
8:30 - 4:30

CLINTON
100 Don St
Box 159
Clinton N0M 1L0
General Inquiry (519)482-3428
Toll Free 1-800-265-5170
Fax (519)482-5031
8:30 - 4:30

MARKDALE
181 Toronto St S
Markdale N0C 1H0
General Inquiry (519)986-2040
Toll Free 1-800-265-9152
Fax (519)986-3014
8:30 - 4:30

ORANGEVILLE
Hwy 10 N
RR 4
Orangeville L9W 2Z1
General Inquiry (519)941-3830
Toll Free 1-800-387-7359
Fax (519)941-5689
8:30 - 4:30

STRATFORD
581 Huron St
Stratford N5A 5T8
General Inquiry (519)271-0280
Toll Free 1-800-265-8502
Fax (519)273-5278
8:30 - 4:30

WALKERTON
220 Trillium Crt
RR 3
Walkerton N0G 2V0
General Inquiry (519)881-3301
Toll Free 1-800-265-3023
Fax (519)881-2739
8:30 - 4:30

WOODSTOCK
Hwy 59 N
Box 666
Woodstock N4S 7Z5
General Inquiry (519)537-6621
Toll Free 1-800-265-7896
Fax (519)539-5351
8:30 - 4:30

CORPORATE SERVICES DIVISION

2nd Flr SW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4551
Fax (519)826-3390
8:30 - 4:30

The Corporate Services Division provides a number of administrative support services to other ministry branches. The Corporate Services Division provides advice, assistance and financial, technical, and human resource expertise to ministry staff; develops functional administrative and human resources policies and procedures in conjunction with each ministry branch, and helps to introduce policies and ensure they are being followed; provides financial planning and audit services; administers information technology; provides accommodation and central administrative services such as mail, purchasing, fleet, accounting and payroll services; and maintains contacts with central government agencies.

AUDIT AND INVESTIGATION SERVICES BRANCH

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4551
Fax (519)826-3776
8:30 - 4:30

There are three units within Audit and Investigation Services Branch: Audit Services, Freedom of Information and Privacy, and Investigation. The Audit Services Unit provides management with assurance and consultative advice to support the reasonable use of ministry resources, which is achieved by conducting financial, compliance, management and information systems audits. The Freedom of Information and Privacy (FOIP) Unit is responsible for the administration of the Freedom of Information and Protection of Privacy Act within the ministry and its affiliated agencies. The Investigation Unit provides a comprehensive investigation service to the ministry to ensure effective investigation and enforcement activity province-wide on statutes administrated by the ministry.

FREEDOM OF INFORMATION AND PRIVACY
2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4551
Toll Free 1-888-466-2372
Fax (519)826-3776
9:00 - 5:00

The Freedom of Information and Privacy coordinator provides advice and support on access and privacy matters related to the Freedom of Information and Protection of Privacy Act. This office responds to access requests, reviews ministry forms and provides training for ministry employees. The coordinator helps members of the public make requests for general records and personal information held by the Ministry of Agriculture, Food and Rural Affairs and its affiliated agencies.

Services offered to the Public:
Freedom of Information and Protection of Privacy

INVESTIGATION UNIT
2nd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4551
Fax (519)826-3776
8:30 - 4:30

The Investigation Unit provides a comprehensive investigation service to the ministry and its clients to ensure effective investigation and **enforcement** activity province-wide on statutes administered by the ministry.

BUSINESS SERVICES BRANCH
2nd Flr SE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4551
Fax (519)826-4543
8:30 - 5:00

The Business Services branch is responsible for facilities management and common administrative services, such as mail, warehouse and printing. Business Services also coordinates the corporate projects for process redesign, shared services, corporate quality standards and overall business improvements for the ministry.

ADMINISTRATIVE AND FACILITIES MANAGEMENT SERVICES
2nd Flr SE, 1 Stone Rd W
Guelph N1G 4Y2
Fax (519)826-4543
8:30 - 5:00

Administrative and Facilities Management provides administrative and facility management services to the ministry. Administrative services include records retention scheduling, file classification, forms management, mail distribution services, a publications warehouse, high-volume copying and automobile fleet management. Facilities management services include property management, office accommodation, space management, asset

management, special equipment installations and office furniture/equipment relocations, employee and building security, and employee relocations.

FINANCIAL MANAGEMENT BRANCH
2nd Flr SW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4150
Fax (519)826-3264
8:30 - 5:00

The Financial Management Branch is responsible for financial planning, controllership and quality assurance functions. The Branch provides financial and management support at the corporate level for business planning and estimates preparation; preparation and management of budget requests; financial management and accountability processes; liaison with Management Board of Cabinet and other ministries on financial and administrative matters; the preparation of monthly and ad hoc financial reports, analysis of expenditures, monitoring of budgets, preparation of in-year budget adjustments and control of ministry appropriations; and financial processing support, reconciliation, controllership aid, purchasing services, quality assurance, financial training, and policy coordination.

HUMAN RESOURCES BRANCH
2nd Flr SE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4140
Fax (519)826-3160
8:00 - 5:00

The Human Resources Branch is responsible for the establishment of ministry human resources policies and procedures, management information, appropriate classification and compensation levels for all employees, benefits counselling, occupational health and safety, human resources planning, staff relations, personnel, payroll and employee benefit records, all matters affecting working conditions and performance including coordination of the redeployment program and support of surplus employees. The branch works mainly in an advisory capacity with senior management and all line managers whose primary task is human resources matters within the units. It also serves as a liaison with the Management Board Secretariat and Ontario public service employees' bargaining agents.

INFORMATION TECHNOLOGY MANAGEMENT BRANCH
2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4200
Fax (519)826-3447
8:00 - 6:00

The Information Technology Management Branch provides information technology and telephone services to all core business areas in the Ministry of Agriculture, Food and Rural Affairs. The branch manages the technology architecture and infrastructure that supports business applications. The branch provides management services for the implementation of network, telephone, and desktop applications, approves the purchase and implementation of telecommunications systems and manages changes to the ministry information, technology, and applications architectures.

EDUCATION, RESEARCH AND LABORATORIES DIVISION

4th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4554
Fax (519)826-4211
Fax (519)826-4222 (Assistant Deputy Minister)
8:30 - 5:00

The Education, **Research** and **Laboratories** Division head office coordinates policy in the areas of **agriculture** and food research, education and laboratory services. The division office administers an enhanced agreement with the University of Guelph that includes provision for agri-food research, education and laboratory programs and the operation of nineteen research field stations. It provides administrative support to the Agricultural Research Institute of Ontario and publishes the Agri-food research in Ontario magazine twice a year.

Services offered to the Public:
Grow Ontario Investment Program

EMERGENCY SITUATION RESPONSE TEAM

4th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4175
(519)763-6778 (After Hours)
Fax (519)767-6300
24 Hours

The Emergency Situation Response Team coordinates the ministry's emergency response for **food** quality and **safety** issues on a 24 hour basis. The team also deals with other incidents related to **agriculture**.

Services offered to the Public:
Emergency Response

FOOD INDUSTRY DIVISION

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4310
Fax (519)826-4416 (Assistant Deputy Minister)
8:30 - 4:30

The Food Industry Division serves as the "single window" to government for the food industry, including producers, processors, retailers and food service. The division is responsible for ensuring the implementation of long-term food safety, regulatory and inspection strategies. It is responsible for expanding Ontario food and agricultural sales in export and domestic markets, and providing support to the processing industry through client advocacy, joint ventures and investment attraction. The Food Industry Division is comprised of the Food Inspection Branch, the Food Industry Competitiveness Branch and the Market Development Branch.

FOOD INDUSTRY COMPETITIVENESS BRANCH
5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4190
Fax (519)826-4333
8:30 - 4:30

The Food Industry Competitiveness Branch supports the food industry by providing a wide range of **information services** and advice to clients. The branch consists of a Client Account Unit and an Investment Development Unit. Services are provided through a system of client account management whereby individual officers have specific, sectoral and client assignments. Specialists in finance, infrastructure, training and research support the Client Account Officers for food industry, biotechnology and rural business development.

CLIENT ACCOUNT UNIT
5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4190
Fax (519)826-4333
8:30 - 4:30

The Client Account Unit provides a "one-window" source of information on programs and services available to assist clients to improve their competitiveness and sustain **investment**. It advises **food** processing companies, marketing co-ops, grocery retailers and food service **businesses** on **research** and development, capital access, **training**, sourcing suppliers and building partnerships.

INVESTMENT DEVELOPMENT UNIT
5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4190
Fax (519)826-4333
8:30 - 4:30

The **Investment** Development Unit supports existing and new rural, biotechnology and food processing client investment needs, while focusing on providing expertise in the areas of research and training, financing, infrastructure and marketing and servicing new investments to Ontario.

Services offered to the Public:
Open to the World - Video
Open to the World Investment Factbook

FOOD INSPECTION BRANCH
5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4230
Fax (519)826-4375
8:30 - 4:30

The **Food Inspection** Branch ensures compliance with legislated **standards** for dairy, dairy analogs, eggs, **fruit** and **vegetables**, **meat** and **livestock** products, by providing inspection services at processing plants and other points of distribution, and by placing accountability for product safety on licensed operators. It is responsible for establishing standards and coordinating policy development to ensure a coordinated approach with other ministries, to provide a strategic and dynamic food inspection environment in Ontario. The branch is coordinating the development of a provincial food safety strategy within the framework of a national initiative to develop a Canadian Food Inspection System. Implementation of a harmonized federal/provincial inspection system with uniform regulations and trade standards will facilitate private sector trade initiatives. The branch also evaluates financial responsibility of applicants and issues **licences** under the **Beef** Cattle Financial Protection Program.

Services offered to the Public:
Edible Oil Products

BEEF CATTLE FINANCIAL PROTECTION PROGRAM
5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4230
Fax (519)826-4375
8:30 - 4:30

The **Beef** Cattle **Financial Protection** Program requires beef dealers to be licensed in Ontario in order to purchase beef cattle or carcasses sold on a rail grade basis. The program provides for financial protection to the seller, i.e. producers, sales barn operators and county dealers, on the sale of beef.

Services offered to the Public:
Ontario Beef Cattle Financial Protection Program

DAIRY PLANT INSPECTION
5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4180
Fax (519)826-4375
8:30 - 4:30

The **Dairy** Plant **Inspection** Unit inspects dairy plants across the province to ensure compliance with the regulations under the **Milk** Act. These inspections are carried out on a regular basis with at least one full in-depth inspection each year. As many follow-up inspections as necessary are performed to ensure compliance and to ensure the health and safety of the product and for the consumer.

Services offered to the Public:
Dairy Inspection, Licensing and Certificates

FOOD SAFETY AND QUALITY UNIT
5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4230
Fax (519)826-4375
8:30 - 4:30

The Food **Safety** and Quality Unit's role is to monitor, advise and coordinate policy and program development in a coordinated approach with other ministries, and to provide a strategic and dynamic food inspection environment in Ontario and Canada that maintains and enhances industry competitiveness and consumer confidence in food produced and marketed in Ontario. The unit is coordinating the development and implementation of a provincial food safety and quality strategy, within the framework of a national initiative to develop a Canadian food inspection system, that will provide a coordinated approach to food safety, quality, regulation and trade standards.

HORTICULTURE
5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4180
Fax (519)826-4375
8:30 - 4:30

The **Horticulture** Unit is responsible for the development and implementation of **food safety** and quality **standards** and systems for foods of plant origin, which will maintain consumer confidence in the food supply and enhance the competitiveness of the Ontario food sector.

MEAT INSPECTION OPERATIONS
5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4230
Fax (519)826-4375
8:30 - 4:30

Meat **Inspection** Operations assigns and schedules inspection hours and delivers continuous **meat** inspection services to 270 licenced abattoirs at all times during slaughter operations. Meat inspection services include monitoring plant operational practices, conducting ante- and post-mortem inspections of animals and carcasses, collecting and submitting laboratory samples and reporting plant and inspection statistical data.

POLICY AND AUDIT SERVICES
5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4180
Fax (519)826-4375
8:30 - 4:30

The unit administers and assists in monitoring compliance with the following Acts: Meat Inspection Act, **Livestock** Community Sales Act, Livestock and Livestock Products Act,

Beef Cattle Marketing Act, Farm Products Grades and Sales Act and the Dead Animal Disposal Act. This activity contributes to ensuring the safety of meat, the health and humane treatment of livestock marketed, the protection of producers' and consumers' interests with respect to the meat industry and proper disposal of deadstock. In addition **veterinary** inspection services are provided for abattoirs and sales barns.

Services offered to the Public:
Meat Industry Basics (Part 1 and 2) - Video
Meat Technology - Video

MARKET DEVELOPMENT BRANCH
5th Flr SE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4210
Toll Free 1-888-466-2372
Fax (519)826-3460
8:30 - 4:30

The Market Development Branch is responsible for the development and expansion of international markets for Ontario agri-food products and for the Foodland Ontario program which promotes domestic consumption of Ontario grown fruits and **vegetables**. The Branch consists of two units, the Domestic Unit and the Export Unit.

DOMESTIC MARKETING UNIT
5th Flr SE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4210
Fax (519)826-3460
8:30 - 4:30

The Domestic Marketing Unit delivers the Foodland Ontario program, a consumer communication and promotion program focused primarily on increasing the sale and consumption of Ontario grown **fruit** and **vegetables**. The program includes public relations, retail merchandising, consumer communications, market **research** and **trade** liaison.

Services offered to the Public:
Pick Your Own Guide

EXPORT MARKETING UNIT
5th Flr SE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4210
Fax (519)826-3460
8:30 - 4:30

The Export Marketing Unit is responsible for the development of **international** markets. This is partly accomplished through **trade** promotion programs, export missions, incoming trade delegations and the provision of market intelligence to Ontario producers and processors. The unit is made up of Export Marketing Officers with commodity responsibilities, who work with exporting companies and assist those wishing to become export ready.

Other Export Marketing Officers have responsibilities for geographic areas such as Asia and Europe. A Trade Promotion Coordinator and Export Marketing Assistant also compliment the unit.

Services offered to the Public:
Agri-Food Exporter Newsletter
Canadian Agri-Food Trade Show Brochure
Export Services - Video
Exporting Food to the USA
Global Opportunities Directory
Ontario Food Buyer's Brochure
PROFIT Food Export Seminar

POLICY AND FARM FINANCE DIVISION

11th Flr, 77 Grenville St
Toronto M5S 1B3
General Inquiry (519)826-4020 (Guelph)
Fax (416)326-9892 (Toronto)
8:30-4:30

The Policy and Farm Finance Division has full responsibility for the ministry's policy processes, the administration and delivery of farm assistance programs and the management of ministry's strategic partnership with Agricorp in the delivery of Crop Insurance and Market Revenue programs. The division provides strategic leadership in the development of the ministry's intergovernmental, trade, legislative and policy agendas; coordinates policy for government and industry clients; and conducts policy and economic analysis and research in support of the ministry's business plan.

POLICY ANALYSIS BRANCH

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4010
Fax (519)826-3492

The Policy Analysis Branch serves the ministry, government committees and the agricultural industry (marketing boards, companies, administrative bodies, farmers and the public) by assembling and interpreting agricultural economic information. The branch coordinates and analyses **agriculture** and food policy developments and provides direct support to the Minister and Deputy Minister on policy initiatives.The branch also gathers and publishes a wide range of agricultural **statistics** and monitors economic developments in the industries supplying input to agriculture, industries processing farm commodities and the sectors delivering commodities to consumers. The branch administers the Farm Registration and Farm Organizations Funding Act and various provincial assistance programs.

Services offered to the Public:
Artificial Insemination of Livestock Grants
Bear Damage to Livestock Compensation Program
Commodity Loan Guarantee Program
Damage to Honey Bee Colonies by Bears

Farm Plus Plan (Rural Loan Pool)
Livestock, Poultry and Honey Bee Protection Act
Professional Services Assistance Program
Rabies Indemnification Program

FARM BUSINESS REGISTRATION
2nd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-800-469-2285 (General Inquiry)
Toll Free French 1-800-333-9723
8:30 - 4:30

The Farm **Business Registration** unit administers the Farm Business Registration Program and eligibility for Farmlands Property Class (25% **property tax** rate for farmland).

Services offered to the Public:
Farm Business Registration Program
Farmlands Property Class Program

POLICY AND PROGRAM COORDINATION BRANCH
11th Flr, 77 Grenville St
Toronto M5S 1B3
General Inquiry (519)826-4020 (Guelph)
Fax (416)325-1156 (Toronto)
Fax (519)826-3614 (Guelph)

The Policy and Program Coordination Branch provides strategic leadership for the ministry's legislative and policy agenda and processes, focus for its policy and program development, and policy coordination for government and industry clients. The branch provides policy and economic analysis in the trade and intergovernmental arenas, and strategic planning in support of the ministry's business plan. It manages the ministry's Toronto presence, and supports the Deputy Minister and Minister's offices. The branch also coordinates Environmental Bill of Rights activities within the ministry and supports the ministry's internal decision making processes.

EASTERN ONTARIO ECONOMIC RECOVERY
2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4020

Economic Recovery Programs, Eastern Ontario, provides assistance to the **agriculture** sector and rural communities in Eastern Ontario under the Canada-Ontario Agreement Ice Storm Economic Recovery Assistance Program.

RURAL JOB STRATEGY FUND SECRETARIAT
3rd Flr NE, 1 Stone Rd. W
Guelph N1G 4Y2
General Inquiry (519)826-3773
Toll Free 1-888-588-4111
Fax (519)826-4336
www.gov.on.ca/omafra

The Rural Job Strategy Fund is designed to encourage partnerships in rural Ontario that will enhance the quality of Ontario products, capitalize on marketing and export opportunities and encourage the adoption of new or upgraded technology. It will build upon the activities of rural business sectors by investing in projects that meet the following Fund objectives: contribute to the business climate in rural Ontario; support the retention or creation of long term jobs; encourage permanent investment; enhance and promote the growth of **exports**; invest in economic sectors which contribute to economic development in rural Ontario; and, create alliances or partnerships between rural stakeholders. The Director is also responsible for Regional Restructuring for Southwestern Ontario.

Services offered to the Public:
Grow Ontario Investment Program
Rural Job Strategy Fund

AGENCIES, BOARDS AND COMMISSIONS

AGRICORP
3rd Flr NW, 1 Stone Rd W
PO Box 3660 Stn Central
Guelph N1H 8M4
General Inquiry (519)826-3276
Toll Free 1-888-247-4999 (AGRICORP Call Centre)
Fax (519)826-4118
8:00 - 5:00

AGRICORP is a crown corporation that provides innovative agricultural insurance and customized consulting services designed to strengthen Ontario's **agriculture** and food industry. Its mandate is to provide value-added business services to the industry in a responsive, cost effective manner.

AGRICORP BUSINESS SERVICES DIVISION
3rd Flr NW, 1 Stone Rd W
PO Box 3660 Stn Central
Guelph N1H 8M4
General Inquiry (519)826-3276
Fax (519)826-4118
8:00 - 5:00

Agricorp Business Services provides innovative business solutions for Ontario's agriculture and food industry. The division capitalizes on the existing infrastructure of AGRICORP to provide quality, cost-effective services to customers.

GRAIN LICENSING AND INSPECTION
3rd Flr NW, 1 Stone Rd W
PO Box 3660 Stn Central
Guelph N1H 8M4
General Inquiry (519)826-3276
8:00 - 5:00

The unit administers the Grain Financial Protection Program, including the licencing and **inspection** of grain elevators and grain dealers. **Commodities** covered are corn, soybeans and canola.

Services offered to the Public:
Grain Dealer Licensing and Financial Protection Program
Grain Elevator (Operator) Storage Act

LEAMINGTON OFFICE
60 Oak St E
Leamington N8H 3C2
General Inquiry (519)324-0870
Fax (519)324-0874
8:00 - 5:00

Leamington Office provides quality consulting services to the **food** processing industry, marketing boards and agencies with respect to compliance with a variety of industry **standards** on food grades, processes and regulatory compliance. Services to the food processing industry include third-party grading, **inspection** and acreage measurement for tomatoes, cucumbers, carrots, cauliflower, peas and red beets. In consultation with clients, AGRICORP has been able to reduce the costs of administering these programs through innovative solutions, such as using Global Positioning Systems (GPS) for acreage measurement and introducing more efficient processes. Through this office the division also provides inspection services for the Flue-Cured **Tobacco** Marketing Board.

Services offered to the Public:
Third Party Grading

AGRICULTURAL INSURANCE DIVISION
3rd Flr NW, 1 Stone Rd W
PO Box 3660 Stn Central
Guelph N1H 8M4
General Inquiry (519)826-3276
Fax (519)826-4118
8:00 - 5:00

Agricultural **Insurance** Division currently administers Crop Insurance and Market Revenue programs to provide farmers with protection against weather **disasters** to their **crops** and income protection during times of low prices. Crop Insurance is available to Ontario farmers to protect more than 50 commercially grown crops against natural hazards. The division administers the Crop Insurance Act and also administers Market Revenue Insurance which provides **financial assistance** to grains and oilseed crop producers during periods of low prices.

Services offered to the Public:
Crop Insurance Program
Market Revenue Insurance (Agriculture)

AGRICULTURAL REHABILITATION AND DEVELOPMENT DIRECTORATE
1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4010

The Agricultural Rehabilitation and Development Directorate maintains projects undertaken jointly with the federal government under the Agricultural Rehabilitation and Development Act.

Services offered to the Public:
Ontario Community Pastures Program

AGRICULTURAL RESEARCH INSTITUTE OF ONTARIO
4th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4201
Fax (519)826-4211
Fax (519)826-4222 (Director)

The Agricultural **Research** Institute of Ontario (ARIO) is an agency of the Ministry of **Agriculture**, Food and Rural Affairs. It reports directly to the Minister and is made up of up to 15 members recognized as leaders in the agri-food industry. The role of ARIO is to inquire into programs of research with respect to agriculture, **veterinary** medicine and consumer studies; select and recommend areas of research for the betterment of agriculture, veterinary medicine and consumer studies; and stimulate interest in research as a means of developing a high degree of efficiency in the production and marketing of agricultural products in Ontario. Administrative support is provided by staff of the Education, Research and Laboratories Division Office, reporting to the Assistant Deputy Minister.

COUNCIL OF COLLEGE OF VETERINARIANS OF ONTARIO
4th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4188
Fax (519)826-4211

The Council of College of **Veterinarians** of Ontario acts as the governing body for the College of Veterinarians of Ontario. The principle objective of the college is to regulate the practice of Veterinary medicine and to govern its members.

CROP INSURANCE APPEAL BOARD
1st Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3433
Fax (519)826-4232

The Ontario Crop **Insurance Appeal** Board hears appeals concerning disputes arising out of adjustment of loss under contracts between insured and AgriCorp.

EGG FUND BOARD
5th Flr SW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3395
Fax (905)858-1589
8:00 - 4:30

The Egg Fund Board is a producer-protection fund that ensures payment to egg producers when a grading station defaults on its payment for eggs purchased from producers.

FARM ORGANIZATIONS ACCREDITATION TRIBUNAL
1st Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3433
Fax (519)826-4232

The Farm Organizations **Accreditation** Tribunal accredits general farm organizations for inclusion in the **funding** mechanism established by the Farm **Registration** and Farm Organizations Funding Act. The tribunal also determines eligibility of **francophone** organizations for special funding, decides on applications for religious exemptions from the registration and fee requirements of the Act and decides **appeals** for farmlands **property tax assessments** under the Assessment Act.

FARM PRODUCTS APPEAL TRIBUNAL
1st Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3433
Fax (519)826-4232

Constituted under section 16 of the Ministry of **Agriculture** and Food Act, the Farm Products **Appeal** Tribunal provides an independent, accessible avenue of appeal in matters relating to the Ontario Farm Products Marketing Act and the Milk Act. The tribunal also serves as a Licence Review Board under Acts administered by the Ministry of Agriculture, Food and Rural Affairs. The Tribunal also has authority to hear applications relating to the conduct of members of commodity boards under the Commodity Board Members' Act.

FARM TAX REBATE APPEAL BOARD
1st Flr, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3433
Fax (519)826-4232

The Farm Tax Rebate Appeal Board provides an owner of farm property with an independent avenue of appeal when denied a rebate under the Farm Tax Rebate Program. This board will cease to exist in 1998.

GRAIN FINANCIAL PROTECTION BOARD
5th Flr SW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3405
8:00 - 4:30

The Grain **Financial Protection** Board collects fees, administers the fund and approves **claims** made against the fund set up under the Grain Financial Protection Program (Farm

Products Payment Act, R.S.O. 1990; O. Reg. 651/94) to protect producers in the event a licensed dealer defaults on payment or a licensed grain elevator operator defaults on storage.

LIVESTOCK FINANCIAL PROTECTION BOARD
5th Flr SW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3405
8:00 - 4:30

The **Livestock Financial Protection** Board collects fees, administers the fund and approves **claims** made against the fund set up under Livestock Financial Protection Program (Farm Products Payment Act, R.S.O. 1990; O. Reg. 560/93) to protect producers in the event a licensed dealer defaults on payment.

LIVESTOCK MEDICINES ADVISORY COMMITTEE
1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3555
Fax (519)826-3259

The **Livestock** Medicines Advisory Committee reviews all legislation and regulations pertaining to livestock medicines. The committee makes recommendations to the Minister on the sale, control, regulation and description of livestock medicines, as well as proper maintenance, handling and storage **standards**.

NORMAL FARM PRACTICES PROTECTION BOARD
1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3560
Fax (519)826-3259

The Farming and Food Production Protection Act provides for the promotion and protection of agricultural operations in agricultural areas. The operations are protected from nuisance **complaints** of odour, dust, flies, light, smoke, **noise** and vibration that may arise from conducting a "normal farm practice". In addition the Act provides protection from municipal by-laws that restrict a normal farm practice. The Act establishes the Normal Farm Practices Protection Board as a mechanism to hear complaints and define "normal farm practices."

ONTARIO DRAINAGE TRIBUNAL
1st Flr, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3433
Fax (519)826-4232

The **Drainage** Tribunal is established under the Drainage Act to deal with **appeals** concerning the financial and technical aspects of projects initiated under the Drainage Act. It does not have any authority to hear appeals on any drainage disputes between landowners outside the Act. Landowners involved in a drainage project under the Drainage Act may file an appeal with the clerk of their local municipality, who forwards it to the tribunal.

ONTARIO FARM IMPLEMENTS BOARD
1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3549
Fax (519)826-3259
8:30 - 4:45

The Ontario Farm Implements Board administers the Farm Implements Act and resolves disputes regarding the sale, repair and **safety** of farm machinery. Provision is also made for the supply of emergency parts and for the return or replacement of defective farm implements. The board's main functions include the **registration** of dealers and distributors of farm implements; the **mediation** of disputes between purchasers, dealers and distributors; and the supervision of safety measures relating to farm implements. Publications available are The Farm Implements Act for Producers, Dealers and Distributors, Questions and Answers (farmers).

Services offered to the Public:
Complaints Handling
Farm Implement Dealer Registration Certificate
Farm Implement Distributor Registration Certificate
Farm Implements Act

ONTARIO FARM PRODUCTS MARKETING COMMISSION
5th Flr SW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4210
Fax (519)826-3400
8:00 - 4:30

The Ontario Farm Products Marketing Commission administers the Farm Products Marketing Act and the **Milk** Act. Responsibilities include supervising the marketing boards established under the two Acts. The Farm Products Marketing Act provides for commodity regulation under 21 marketing plans; each plan is administered by a producer marketing board. Regulations under the Act also require the licensing of processors of regulated **commodities** (e.g., **vegetables**, grapes, tender **fruit**, potatoes, apples, asparagus and seed corn dealers). The Milk Act provides authority to the Dairy Farmers of Ontario.

Services offered to the Public:
Apple Processor Licence
Asparagus Processor Licence
Grape Processor Licence
Potato Processor Licence
Seed Corn Grower or Dealer Licence
Tender Fruit Processor Licence
Vegetable Processor Licence

ONTARIO FOOD TERMINAL BOARD
165 The Queensway
Toronto M8Y 1H8
General Inquiry (416)259-5479
Fax (416)259-4303

The Board plays a major role in the orderly marketing of **fruits** and **vegetables** in Ontario by providing a central marketplace for Ontario growers and produce wholesalers to sell their produce directly to the wholesale and retail **trade**. It operates the Ontario **Food** Terminal which is a wholesale fresh fruit and produce market with cold storage facilities. The Board acts as a landlord and leases land, warehouse units, offices and other facilities to farmers, wholesalers and allied services. As well, it operates a cold storage facility for use by the wholesale tenants and farmers and provides a team track area for railway cars.

ONTARIO JUNIOR FARMER ESTABLISHMENT LOAN CORPORATION
2nd Flr, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3481
Fax (519)826-3492
8:30 - 4:30

The Ontario Junior Farmer Establishment Loan Corporation's Board of Directors approves the administrative policies for the operation of the corporation. The corporation's main purpose is the management of its mortgage portfolio.

ONTARIO STOCK YARDS BOARD
2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (416)826-3481
8:30 - 4:30

The Ontario Stock Yards Board has been wound down. Ownership of the stockyards land has been transferred to a non-profit private corporation, the Toronto Stock Yards Land Development Board.

ACTS

AgriCorp Act
Agricultural Rehabilitation and Development Act (Ontario)
Agricultural Research Institute of Ontario Act
Agricultural Tile Drainage Installation Act
Agricultural and Horticultural Organizations Act
Animals for Research Act
Artificial Insemination of Livestock Act
Beef Cattle Marketing Act
Bees Act
Commodity Board Members Act
Commodity Boards and Marketing Agencies Act
Crop Insurance (Ontario) 1996
Dead Animal Disposal Act
Drainage Act
Edible Oil Products Act
Farm Implements Act

Farm Income Stabilization Act
Farm Practices Protection Act
Farm Products Containers Act
Farm Products Grades and Sales Act
Farm Products Marketing Act
Farm Products Payments Act
Farm Registration and Farm Organizations Funding Act
Farming and Food Production Protection Act
Grain Corn Marketing Act
Grain Elevator Storage Act
Hunter Damage Compensation Act
Junior Farmers Establishment Act
Livestock Community Sales Act
Livestock Identification Act
Livestock Medicines Act
Livestock and Livestock Products Act
Livestock, Poultry and Honey Bee Protection Act
Meat Inspection Act (Ontario)
Milk Act
Ministry of Agriculture and Food Act
Oleomargarine Act
Ontario Agricultural Museum Act
Ontario Food Terminal Act
Plant Diseases Act
Pounds Act
Sheep and Wool Marketing Act
Stock Yards Act
Tile Drainage Act
Topsoil Preservation Act
Veterinarians Act
Weed Control Act

MINISTRY OF THE ATTORNEY GENERAL

720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2220
TTY (416)326-4012
Fax (416)326-4088
http://www.gov.on.ca/ATG

The Ministry of the Attorney General delivers justice services to Ontarians by: providing effective prosecution services that support community safety and public order, providing criminal, civil and family justice services that are fair, timely and accessible; supporting fair, affordable systems for resolving disputes; supporting victims of crime by strengthening their rights in the justice system; supporting vulnerable people in making property and personal care decisions, on a last resort basis, that promote their dignity and autonomy; and by providing expert legal advice to government.

DEPUTY ATTORNEY GENERAL

BUSINESS POLICY AND PLANNING DIVISION

7th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4431
Fax (416)326-4441
8:45 - 5:00

The Business Policy and Planning Division (BPPD) leads and enables the strategic management of change, coordinates corporate and business policy and provides financial and human resources advice to the ministry. These activities include: supporting, monitoring and evaluating business plan progress and implementation; coordinating cross-ministry change initiatives; coordinating the development of justice policy including the administration of the ministry's legislative program; providing corporate secretariat functions; coordinating stakeholder management; managing specific business plan projects; providing justice information and analysis; establishing management information systems and assisting divisions with the development and monitoring of performance indicators. This division is also responsible for the strategic functions of the Human Resources Branch, and the ministry's financial planning and budget analysis.

COURT SERVICES DIVISION

2nd Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4002
Fax (416)326-2652
8:30 - 4:45

The **Courts** Services Division provides information and services to the public to facilitate access to the court system in Ontario. Through a regionalized structure, the division manages the operations of public courts for civil, family and criminal matters, including the more than 250 court offices which link the public, counsel, the police, the Crown Attorney, the judiciary and other agencies within the justice system. For **judicial** purposes, each region is headed by a regional senior justice in the Ontario Court (General Division), a

regional senior judge in the Ontario Court (Provincial Division). There are three levels of courts, namely: The Court of Appeal, the Ontario Court (General Division), and the Ontario Court (Provincial Division). These are listed under each of their respective regions. The division also provides support services both in and out of the courtroom to provincially and federally appointed judiciary.

FAMILY INITIATIVES PROJECT
2nd Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-3070
Fax (416)326-1011
8:30 - 4:45

The Family Initiatives Project brings together the Unified Family Court Expansion Initiative and the implementation of the federal and provincial child support guidelines under one coordinated "family" umbrella within the Court Services Division. Implementation of this project will improve the delivery of family law services in Ontario.

ONTARIO COURT OF JUSTICE (ALL COURTS)

CHIEF JUDGE, ONTARIO COURT (PROVINCIAL DIVISION)
Suite 2600, 1 Queen St E
PO Box 91
Toronto M5C 2W5
General Inquiry (416)327-5660
Fax (416)326-4787

The Ontario Court (Provincial Division) has been created out of a merger of the former Provincial Court Criminal and Family Divisions and the Provincial **Offences** Court. On its criminal law side, the Court renders the final disposition in most matters under the **Criminal Code of Canada** and other federal statutes, including the **Young Offenders** Act. For **bail** procedures to release a person from custody, contact a justice of the peace at the appropriate court office or branch office; in Toronto, the Bail Office number is 327-5187. The Court also renders final disposition for offences under the statutes and regulations of Ontario and **municipal** by-laws, excluding parking. For inquires on payment of **fines** (other than parking fines) call the Ontario Court (Provincial Division) in Toronto, 416-327-5675. This Court also deals with most aspects of family law: custody and access to **children**; **support orders** for spouses, children and destitute parents; protection of **abused** children and **adoption.**

CHIEF JUSTICE OF THE ONTARIO COURT (GENERAL DIVISION)
130 Queen St W
Toronto M5H 2N5
General Inquiry (416)327-5000
Fax (416)327-5358

The Ontario Court (General Division) has jurisdiction in both criminal and civil cases. The court hears proceedings pursuant to a variety of statutes, including the Family Law Act and Mental Incompetency Act. Persons rarely appear without legal counsel. In many cases, either party may select trial by judge and jury. The **Enforcement** offices carry out orders of this court, arising out of civil proceedings. Responsibilities include summoning jurors for **jury** duty and enforcing writs of execution. The court handles contested **claims** against **estates**, will **trials** and applications to prove the validity and contents, estate and trust **audits**, interpretation and variations of **wills**/trusts and all proceedings relating to mental

incompetency. **Certificates** of Appointment of an Estate Trustee with respect to the estates of persons who die, are given by the court. The Small Claims Court provides a convenient way to settle disputes over goods and services for amounts not exceeding $6,000.

COURT OF APPEAL FOR ONTARIO
Osgoode Hall
130 Queen St W
Toronto M5H 2N5
(416)327-5020 (Information & Scheduling)
(416)327-5000 (Osgoode Hall)
Fax (416)327-5032
8:45 - 4:45

The Court of **Appeal** for Ontario is the highest appellate court in the province. It hears **criminal** and civil appeals and sits primarily in Toronto.

PROGRAM DEVELOPMENT BRANCH
2nd Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4270
Fax (416)326-4299
8:45 - 4:45

The Program Development Branch provides support services to local and regional operations, program policy, operational and resource planning, development of improved operational procedures and technology support. Additional judicial support services are also provided by the Branch as well as processing applications of Commissioners for Taking **Affidavits** and **Notaries Public**.

PROVINCIAL OFFENCES ACT TRANSFER PROJECT
3rd Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-3291
Fax (416)326-2592

The Provincial Offences Act Project is leading the transfer of the administration and the prosecution of Part I and the administration of Part III of the POA to the municipalities of Ontario.

REGIONAL DISTRIBUTION OF COURT OFFICES

A list of Court Offices contained in each region appears in the following individual entries. Court offices are also listed in the blue pages of all telephone directories.

CENTRAL EAST REGIONAL OFFICE
2nd Flr, 1091 Gorham St
Newmarket L3Y 7V1
General Inquiry (905)836-5621
Fax (905)836-5620
8:30 - 4:45

PETERBOROUGH, NORTHUMBERLAND, VICTORIA & HALIBURTON COUNTIES
South Tower
2nd Flr, 300 Water St
Peterborough K9J 8M5
General Inquiry (705)755-1680
Fax (705)755-1685

COBOURG COURTHOUSE
860 William St
Cobourg K9A 3A9
General Inquiry (905)372-3751
Fax (905)372-9952
9:00 - 4:00

LINDSAY COURTHOUSE
440 Kent St W
Lindsay K9V 6G8
General Inquiry (705)324-1400
Fax (705)324-1401
9:00 - 4:00

PETERBOROUGH COURTHOUSE
70 Simcoe St
Peterborough K9H 7G9
(705)876-3816 (Civil, Small Claims & Family Court)
(705)876-3846 (Criminal Court)
Fax (705)876-3813
Fax (705)876-3838
9:00 - 4:00

REGIONAL MUNICIPALITY OF DURHAM
Whitby Courthouse
605 Rossland Rd E
Whitby L1N 9G7
(905)430-5808 (Ontario Court General Division - Enforcement)
(905)430-5810 (Manager Court Operations)
(905)430-5800 (Ontario Court General Division - Small Claims)
Fax (905)430-5811 (Manager Court Operations)
Fax (905)430-5802 (Enforcement & Small Claims)
8:30 - 4:45

ONTARIO COURT (PROVINCIAL DIVISION) CRIMINAL COURT OFFICE
Criminal Courthouse
242 King St E
Oshawa L1H 3Z8
General Inquiry (905)723-5251
Fax (905)723-7101
8:30 - 4:45

ONTARIO COURT (PROVINCIAL DIVISION) FAMILY & SMALL CLAIMS COURT OFFICE
33 King St West
Oshawa L1H 1A1
General Inquiry (905)436-4900
Fax (905)436-4901
8:30 - 4:45

REGIONAL MUNICIPALITY OF YORK
Newmarket Courthouse
2nd Flr, 50 Eagle St W
Newmarket L3Y 6B1
General Inquiry (905)853-4882
(905)853-4801 (Criminal Court Office - 2nd Flr)
(905)853-4811 (Court Support Services - 3rd Flr)
(905)853-4809 (Civil, Family, SCC & Enforcement)
(905)853-4803 (Finance Office)
Fax (905)853-4855 (Court Support Services)
Fax (905)853-4825 (Manager Court Operations)
Fax (905)853-4864 (Civil, Family, SCC, Enforcement & Finance Office)
Fax (905)853-4869 (Criminal Court Office)
8:30 - 4:45

RICHMOND HILL SMALL CLAIMS COURTHOUSE
855 Major MacKenzie Dr E
Richmond Hill L4C 4X7
General Inquiry (905)737-4416
Fax (905)737-2868
8:30 - 4:45

SIMCOE COUNTY & DISTRICT MUNICIPALITY OF MUSKOKA
114 Worsley St
Barrie L4M 1M1
General Inquiry (705)739-6577
(705)739-6144 (General Division - Civil)
(705)739-6520 (Provincial Division - Trial Coordinators)
(705)739-6151 (General Division- Trial)
(705)739-6136 (General Division - SCC)
(705)739-6555 (Court Support)
(705)739-6500 (Criminal Office)
(705)739-6100 (Enforcement & Finance)
(705)739-6116 (General Division - Family)
Fax (705)739-6099
Fax (705)739-6516 (Criminal,Enforcement, General Div. Civil, SCC, Family)
Fax (705)739-6583 (Court Support Office)
8:30 - 4:45

BRACEBRIDGE COURTHOUSE
3 Dominion St N
Bracebridge P1L 2E6
General Inquiry (705)645-7499
Fax (705)645-7901
8:30 - 4:45

ORILLIA COURTHOUSE
Huronia Regional Centre
Cottage C, 700 Memorial Ave
Orillia L3V 6J3
General Inquiry (705)326-2671
Fax (705)326-0970
8:30 - 4:45

CENTRAL WEST REGIONAL OFFICE
1st Flr, 50 Main St E
Hamilton L8N 1E9
General Inquiry (905)308-7215
Fax (905)308-7265
8:30 - 4:45

BRANTFORD & HALDIMAND/NORFOLK
Court House
Level 3, 530 Queensway W
Simcoe N3Y 4L2
General Inquiry (519)426-8275
Fax (519)426-3393

HALDIMAND/NORFOLK (SMALL CLAIMS)
Court House
Level 3, 530 Queensway W
Simcoe N3Y 4L2
General Inquiry (519)426-8275
Fax (519)426-3393

CAYUGA (SMALL CLAIMS COURT)
55 Munsee St
Cayuga N0A 1E0
General Inquiry (905)772-3335
Fax (905)772-3958
8:30 - 4:45

COURT OPERATIONS BRANTFORD
70 Wellington St
Brantford N3T 2L9
General Inquiry (519)752-7828
Fax (519)752-6465
8:30 - 4:45

ONTARIO COURT (PROVINCIAL DIVISION) BRANTFORD
44 Queen St
Brantford N3T 3B2
General Inquiry (519)758-3460
Fax (519)758-3461
8:30 - 4:45

HALTON
491 Steeles Ave E
Milton L9T 1Y7
General Inquiry (905)878-7281
Fax (905)878-3147

ONTARIO COURT BURLINGTON
2021 Plains Rd E
Oakville L7R 4M3
General Inquiry (905)637-4125

ONTARIO COURT MILTON
491 Steeles Ave E
Milton L9T 1Y7
(905)878-7281 (General Division & Family)
(905)878-7285 (Enforcement)
(905)878-4165 (Ontario Court - Provincial Division)
Fax (905)878-2494
Fax (905)878-1525 (Ontario Court Provincial Division - Halton)
8:30 - 4:30

ONTARIO COURT OAKVILLE
1225 Trafalgar Rd
PO Box 84020
Oakville L6J 3P1
General Inquiry (905)842-8380
8:45 - 4:45

NIAGARA
2nd Flr, 59 Church St
St Catharines L2R 7N8
General Inquiry (905)988-6200
Fax (905)685-0990

NIAGARA FALLS/WELLAND
4635 Queen St
Niagara Falls L2E 2L7
General Inquiry (905)354-2789
Fax (905)374-0293
8:30 - 4:45

WELLAND
3 Cross St
Welland L3B 5X6
(905)734-7451 (Provincial Division - Family)
(905)732-2493 (Enforcement & Finance)
Fax (905)734-6156
Fax (905)732-5698
8:30 - 4:45

SMALL CLAIMS COURT
160 Dain Ave
Welland L3B 6R4
General Inquiry (905)735-0010
Fax (905)734-9119
8:30 - 4:45

ST CATHARINES
1st Flr, 59 Church St
St Catharines L2R 7N8
General Inquiry (905)988-6200
Fax (905)685-0990
8:30 - 4:45

PEEL & DUFFERIN
7755 Hurontario St
PO Box 8000
Brampton L6V 2M7
General Inquiry (905)452-6617
Fax (905)452-6604

CIVIL, FAMILY, FINANCE & ENFORCEMENT (PEEL)
7765 Hurontario St
Brampton L6V 2L1
General Inquiry (905)452-6600

ONTARIO COURT (GENERAL DIVISION) BRAMPTON (PEEL)
7755 Hurontario St
PO Box 8000
Brampton L6V 2M7
General Inquiry (905)452-6617
Fax (905)452-6678
9:30 - 4:30

ONTARIO COURT (PROVINCIAL DIVISION) BRAMPTON (PEEL)
7765 Hurontario St
PO Box 548
Brampton L6V 2M7
(905)452-6600 (Ontario Court Provincial Division)
(905)452-6608 (Ontario Court Provincial Division)
Fax (905)450-6751 (Enforcement)
9:30 - 4:30

SMALL CLAIMS COURT MISSISSAUGA (PEEL)
2301 Haines Rd
Mississauga L4Y 1Y5
General Inquiry (905)275-3080 (Peel)
Fax (905)275-3610
9:30 - 4:30

COURT SUPPORT (PEEL)
7765 Hurontario St
Brampton L6V 2L1
General Inquiry (905)452-6500
Fax (905)452-6751

CRIMINAL OPERATIONS (PEEL)
7755 Hurontario St
Brampton L6V 2M7
General Inquiry (905)452-6697
8:30 - 4:45

BRAMPTON - CLARENCE ST
141 Clarence St
Brampton L6V 3E6
General Inquiry (905)450-4730
Fax (905)455-2007
9:00 - 4:00

BRAMPTON - KENNEDY RD
50 Kennedy Rd South
Brampton L6W 3R7
General Inquiry (905)450-4770
Fax (905)450-4794
9:00 - 4:00

MISSISSAUGA
424 Hensall Circle
Mississauga L5A 1X8
General Inquiry (905)270-0612
Fax (905)270-0614
9:00 - 4:00

ONTARIO COURT ORANGEVILLE (DUFFERIN)
10 Louisa St
Orangeville L9W 3P9
(519)941-5802 (Provincial Division - 2nd Flr)
(519)941-4744 (General Division - 1st Flr)
(519)941-9701 (Small Claims Court - 1st Flr)
Fax (519)941-6941
8:30 - 4:45

REGIONAL MUNICIPALITY OF HAMILTON WENTWORTH
55 Main St W
Hamilton L8P 1H4
General Inquiry (905)577-8326
General Inquiry (905)577-8331
Fax (905)577-8323
8:30 - 4:45

ONTARIO COURT (GENERAL DIVISION) CIVIL
Main Flr, 50 Main St E
Hamilton L8N 1E9
General Inquiry (905)308-7218
Fax (905)308-1220
8:30 - 4:45

ONTARIO COURT (PROVINCIAL DIVISION)
125 Main St E
Hamilton L8N 3Z3
General Inquiry (905)525-1840
Fax (905)577-8407
8:30 - 4:45

ONTARIO COURT (PROVINCIAL DIVISION) FAMILY
55 Main St W
Hamilton L8N 1H4
General Inquiry (905)525-1550
Fax (905)577-8328
8:30 - 4:45

EAST REGIONAL OFFICE
2nd Flr, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)239-1272
Fax (613)239-1273
8:30 - 4:45

FRONTENAC, LENNOX AND ADDINGTON COUNTIES

FRONTENAC - ONTARIO COURT (GENERAL DIVISION) - FAMILY
469 Montreal St
Kingston K7K 3H9
General Inquiry (613)548-6789
Fax (613)548-6788
8:15 - 4:45

FRONTENAC - ONTARIO COURT (GENERAL DIVISION) SMALL CLAIMS COURT
Frontenac County Court House
5 Court St
Kingston K7L 2N4
General Inquiry (613)548-6811
Fax (613)548-6209
8:30 - 4:45

FRONTENAC - ONTARIO COURT (PROVINCIAL DIVISION)
279 Wellington St
Kingston K7K 6E1
General Inquiry (613)548-6200
Fax (613)548-6819
8:15 - 4:45

FRONTENAC - SHARBOT LAKE (SATELLITE) - ONTARIO COURT (GENERAL DIVISION) SMALL CLAIMS COURT
Frontenac County Court House
5 Court St
Kingston K7L 2N4
General Inquiry (613)548-6811
Fax (613)548-6818
8:15 - 4:45

LENNOX & ADDINGTON - ONTARIO COURT (GENERAL DIVISION) - SMALL CLAIMS COURT & FAMILY
41 Dundas St W
Napanee K7R 1Z5
General Inquiry (613)354-3845
General Inquiry (613)354-5450
Fax (613)354-0380
8:30 - 4:45

LENNOX & ADDINGTON - ONTARIO COURT (GENERAL DIVISION) SMALL CLAIMS COURT - KALADAR
Hwy 7
PO Box 88
Kaladar K0H 1Z0
General Inquiry (613)336-2050
9:00 - 12:00 Wed.

LENNOX & ADDINGTON - ONTARIO COURT (PROVINCIAL DIVISION)
41 Dundas St W
Napanee K7R 1Z5
General Inquiry (613)354-3845
General Inquiry (613)354-5450
Fax (613)354-0380
8:30 - 4:45

HASTINGS AND PRINCE EDWARD COUNTIES

ONTARIO COURT (GENERAL DIVISION) SMALL CLAIMS COURT
235 Pinnacle St
Belleville K8N 3A9
General Inquiry (613)962-9694
Fax (613)962-5143
8:30 - 4:45

ONTARIO COURT (PROVINCIAL DIVISION) - CRIMINAL
15 Victoria Ave
Belleville K8N 1Z5
General Inquiry (613)962-3468
Fax (613)962-8830
8:30 - 4:45

ONTARIO COURT (PROVINCIAL DIVISION) - FAMILY
Suite 402, 159 Front St
Belleville K8N 5H5
General Inquiry (613)968-3304
Fax (613)966-4390
8:30 - 4:45

ONTARIO COURT (PROVINCIAL DIVISION) - PICTON (SATELLITE)
67 King St
Picton K0K 2T0
General Inquiry (613)476-6236
8:30 - 4:45

ONTARIO COURT (PROVINCIAL DIVISION) - TRENTON SATELLITE
80 Division St
Trenton K8V 5S5
General Inquiry (613)962-2300
8:30 - 4:45

ONTARIO COURT (PROVINCIAL DIVISION) SMALL CLAIMS COURT - BANCROFT
5 Fairway Blvd
Bancroft K0L 1C0
General Inquiry (613)332-4613
9:00 - 2:00

LEEDS & GRENVILLE COUNTIES AND LANARK COUNTY

LANARK - ONTARIO COURT (GENERAL & PROVINCIAL DIVISIONS)
Court House
43 Drummond St E
Perth K7H 1G1
General Inquiry (613)267-2021
Fax (613)267-7055
8:30 - 4:45

LANARK - ONTARIO COURT (PROVINCIAL DIVISION) - SMITHS FALLS (SATELLITE)
39 Chambers St
Smiths Falls K7A 2Y3
General Inquiry (613)283-1932
Fax (613)283-7540
8:30 - 4:45

LEEDS & GRENVILLE - ONTARIO COURT (GENERAL DIVISION)
10 Wall St
Brockville K6V 7A8
General Inquiry (613)345-2288
(613)345-5895 (Sheriff)
(613)342-2833 (Small Claims Court)
Fax (613)345-4019
8:30 - 4:45

LEEDS & GRENVILLE - ONTARIO COURT (PROVINCIAL DIVISION)
75 Water St W
Brockville K6V 3L7
General Inquiry (613)342-5003
Fax (613)342-2817
8:30 - 4:45

PRESCOTT (SATELLITE)
360 Dibble St
Prescott K0E 1T0
General Inquiry (613)925-4873
Fax (613)925-0814

REGIONAL MUNICIPALITY OF OTTAWA-CARLETON AND PRESCOTT & RUSSELL COUNTIES
2nd Flr, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)239-1490
Fax (613)239-1491

RENFREW COUNTY
297 Pembroke St E
Pembroke K8A 3K2
General Inquiry (613)732-8581
Fax (613)732-1766
8:30 - 4:45

DEEP RIVER (SATELLITE)
100 Deep River Rd
Deep River K0H 1P0
General Inquiry (613)584-2000

ONTARIO COURT (GENERAL DIVISION)
297 Pembroke St E
Pembroke K8A 3K2
General Inquiry (613)732-8581
Fax (613)732-1766
8:30 - 4:45

ONTARIO COURT (PROVINCIAL DIVISION)
415 Pembroke St W
Pembroke K8A 5N5
General Inquiry (613)735-6886
Fax (613)735-5802
8:30 - 4:45

RENFREW (SATELLITE)
127 Raglan St S
Renfrew K7V 1P8
(613)432-7157 (J.P.'s Office)

SMALL CLAIMS COURT (ARNPRIOR)
21 Madawaska Blvd
Arnprior K7S 1R6
General Inquiry (613)623-2279

SMALL CLAIMS COURT (RENFREW)
315 Raglan St S
Renfrew K7V 1R6
General Inquiry (613)432-3193
8:30 - 4:45

STORMONT, DUNDAS & GLENGARRY COUNTIES, LEEDS & GRENVILLE COUNTIES
340 Pitt St
Cornwall K6J 3P9
General Inquiry (613)933-7500
Fax (613)932-0507

NORTH REGIONAL OFFICE
Ste 501, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)670-7368
Fax (705)670-7378
8:30 - 4:30

DISTRICT OF ALGOMA
Court House
426 Queen St E
Sault Ste. Marie P6A 1Z7
General Inquiry (705)945-8000ext 450
(705)945-8000 ext 521 (Local Registrar)
(705)945-8000 ext 530 (Small Claims Court & Enforcement)
Fax (705)945-5001
8:30 - 4:45

DISTRICT OF COCHRANE
149 Fourth Ave
Cochrane P0L 1C0
General Inquiry (705)272-4256
Fax (705)272-5100

INTERPRETATION SERVICES
DISTRICT OF COCHRANE
Court House
149 Fourth Ave
Cochrane P0L 1C0
General Inquiry (705)272-4256
Fax (705)272-6768

DISTRICT OF NIPISSING
Court House
360 Plouffe St
North Bay P1B 9L5
General Inquiry (705)495-8309
Fax (705)495-8364

DISTRICT OF PARRY SOUND
Court House
89 James St
Parry Sound P2A 1T7
General Inquiry (705)746-4251
Fax (705)746-6179

DISTRICT OF SUDBURY/MANITOULIN
Court House
155 Elm St
Sudbury P3C 1T9
General Inquiry (705)671-5922
(705)671-5958 (Local Registrar/Enforcement Office)
Fax (705)671-5979
Fax (705)675-4156
8:30 - 4:45

FAMILY, SMALL CLAIMS
Suite 201, 159 Cedar St
Sudbury P3E 6A5
(705)670-7253 (Family)
(705)670-7251 (Small Claims)
Fax (705)670-7254
8:30 - 4:45

INTERPRETATION SERVICES
DISTRICT OF SUDBURY
Court House
155 Elm St
Sudbury P3C 1T9
General Inquiry (705)671-5927
Fax (705)675-4156

DISTRICT OF TEMISKAMING
393 Main St
PO Box 689
Haileybury P0J 1K0
General Inquiry (705)672-3321
Fax (705)672-3360

THUNDER BAY
Main Flr, 277 Camelot St
Thunder Bay P7C 4Z2
General Inquiry (807)343-2700
Fax (807)343-2704
8:30 - 4:45

THUNDER BAY (PROVINCIAL DIVISION)
2nd Flr, 1805 E Arthur St
Thunder Bay P7E 5N7
(807)625-1610 (Criminal)
(807)625-1600 (Family)
Fax (807)625-0062
Fax (807)625-1602
8:30 - 4:45

TORONTO REGIONAL OFFICE
2nd Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4249
Fax (416)326-2073

METRO CENTRAL (GENERAL DIVISION)

CIVIL INTAKE
10th Flr, 393 University Ave
Toronto M5G 1E6
Fax (416)327-5445

CIVIL INTAKE SUPPORT
10th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-5440

CIVIL TRIAL SCHEDULING OFFICE
6th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-5320
(416)327-6127 (Pre-trial Inquiries)
Fax (416)327-5698 (Pretrial)
Fax (416)327-5697 (Trial Office)

COMMERCIAL, BANKRUPTCY OFFICE
10th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-5044
(416)326-2940 (Estates Office General Division)
Fax (416)326-2939
Fax (416)327-6228
8:30 - 4:45

COUNTY OF YORK LAW ASSOCIATION LIBRARY
3rd Flr, 361 University Ave
Toronto M5G 1T3
General Inquiry (416)327-5700
Fax (416)947-9148

COURT REPORTERS
Rm 315, 361 University Ave
Toronto M5G 1T3
General Inquiry (416)327-5550
Fax (416)327-5886
8:30 - 4:45

COURT STAFFING OFFICE
7th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)326-3233
Fax (416)327-5272

COURT SUPPORT (CIVIL)
7th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)326-4405
Fax (416)327-0900

COURT SUPPORT (CRIMINAL)
Rm 506, 361 University Ave
Toronto M5G 1T3
General Inquiry (416)327-5558
Fax (416)327-6496

CRIMINAL OFFICE
Rm 241, 361 University Ave
Toronto M5G 1T3
General Inquiry (416)327-5917
Fax (416)327-6496
8:30 - 4:45

DIVISIONAL COURT
Rm 171, 130 Queen St W
Toronto M5H 2N5
General Inquiry (416)327-5100
(613)239-1105 (Ottawa Regional Office)
(519)660-3026 (London Regional Office)
(905)878-7281 (Milton Regional Office)
(807)343-2725 (Thunder Bay Regional Office)
(905)528-6708 (Hamilton Regional Office)
(705)671-5958 (Sudbury Regional Office)
(905)853-4809 (Newmarket Regional Office)
Fax (416)327-5549
Fax (416)327-5080

ENFORCEMENT
Rm 405, 361 University Ave
Toronto M5G 1T3
General Inquiry (416)327-5600
Fax (416)327-5498
8:30 - 4:45

ESTATES
10th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)326-2940
Fax (416)326-2939

FAMILY LAW OFFICE
10th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-5542
Fax (416)327-6137

FINANCE
10th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-6204
Fax (416)327-5272

HEARINGS UNIT
Rm 168, 361 University Ave
Toronto M5G 1T3
(416)327-5453 (Hearings Office)

JUDGES' ADMINISTRATION
3rd Flr, 361 University Ave
Toronto M5G 1T3
General Inquiry (416)327-5284
Fax (416)327-5417

MANAGER COURT OPERATION (CRIMINAL-GENERAL DIV)
Rm 161, 361 University Ave
Toronto M5G 1T3
General Inquiry (416)327-5447
8:30 - 4:45

MANAGER COURT OPERATIONS (CIVIL OTHERS)
10th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-5567
Fax (416)327-6497 (Rm 113 - 361 University Ave)
Fax (416)326-3837 (3rd Flr, 145 Queen St W)
8:30 - 4:45

MASTERS OFFICE
10th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-5482
General Inquiry (416)327-5481
Fax (416)327-5484
8:30 - 4:45

MOTIONS
10th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-5463
Fax (416)327-5527
8:30 - 4:45

TRIAL OFFICE (CRIMINAL)
Rm 408, 361 University Ave
Toronto M5G 1T3
General Inquiry (416)327-5606
Fax (416)327-6341

METRO CENTRAL (PROVINCIAL DIVISION)

CRIMINAL
2nd Flr, 444 Yonge St
Toronto M5B 2H4
General Inquiry (416)325-8950
Fax (416)325-8954
8:30 - 4:45

CRIMINAL/PROVINCIAL OFFENCES
Old City Hall
60 Queen St W
Toronto M5H 2M4
(416)327-6648 (Finance & Enforcement Room 12 B)
(416)327-5754 (Defaulted Fines Control Centre Room 7)
Fax (416)327-5166
Fax (416)327-5756
8:30 - 4:45

FAMILY
311 Jarvis St
Toronto M5B 2C4
General Inquiry (416)327-6853
Fax (416)327-3634
8:30 - 4:45

MANAGER COURT OPERATIONS
Old City Hall
Rm 157, 60 Queen St W
Toronto M5H 2M4
General Inquiry (416)327-5896
Fax (416)327-5210
8:30 - 4:45

PROVINCIAL PROSECUTORS/PROVINCIAL JUDGES
Old City Hall
60 Queen St W
Toronto M5H 2M4
General Inquiry (416)327-5893
(416)327-5609 (Court Reporters - Provincial Division)
(416)327-6171 (Courtroom Clerks)
Fax (416)327-6813
Fax (416)327-6222
Fax (416)327-5675
8:30 - 4:45

SMALL CLAIMS
2nd Flr, 444 Yonge St
Toronto M5B 2H4
General Inquiry (416)325-8910
Fax (416)325-8912
8:30 - 4:45

METRO EAST

CRIMINAL/PROVINCIAL OFFENCES
1911 Eglinton Ave E
Scarborough M1L 4P4
General Inquiry (416)325-0986
Fax (416)325-0897

FAMILY
3rd Flr, 47 Sheppard Ave E
Willowdale M2N 5N1
General Inquiry (416)326-3592
Fax (416)326-3569

FAMILY
1911 Eglinton Ave E
Scarborough M1L 2L6
General Inquiry (416)325-0976
Fax (416)757-6748
Fax (416)325-0960

FINANCE, ADMINISTRATION AND ENFORCEMENT
3rd Flr, 47 Sheppard Ave
Willowdale M2N 5N1
General Inquiry (416)326-3568
Fax (416)326-3569
8:30 - 4:45

MANAGER COURT OPERATIONS
1911 Eglinton Ave E
Scarborough M1L 4P4
General Inquiry (416)325-0357
Fax (416)325-0881
8:30 - 4:45

PROVINCIAL OFFENCES
Main Flr, 47 Sheppard Ave E
Willowdale M2N 5X6
General Inquiry (416)326-3544
Fax (416)326-3538

SMALL CLAIMS (NORTH YORK)
3rd Flr, 47 Sheppard Ave E
Willowdale M2N 5X5
General Inquiry (416)325-0357
General Inquiry (416)327-1155
Fax (416)325-0881
Fax (416)327-1150
8:30 - 4:45

TRIAL SCHEDULING OFFICE (SMALL CLAIMS)
2nd Flr, 47 Sheppard Ave E
North York M2N 5X5
General Inquiry (416)326-3554
Fax (416)325-0081 (2nd Flr, 47 Sheppard Ave E)
Fax (416)325-8912 (2nd Flr, 444 Yonge St)

METRO WEST

MANAGER OF COURT OPERATIONS
80 The East Mall
Etobicoke M8Z 5X6
General Inquiry (416)326-6731
Fax (416)326-6746
8:30 - 4:45

MANAGER OF OPERATIONS (CRIM/PROV. OFFENCES & FAMILY)
80 The East Mall
Etobicoke M8Z 5X6
General Inquiry (416)314-3967
Fax (416)314-3982
8:30 - 4:45

MANAGER OF OPERATIONS (CRIMINAL)
1000 Finch Ave W
Downsview M3J 2V5
General Inquiry (416)314-4208
(416)314-4222 (Domestic Violence Court)
Fax (416)314-4233
8:30 - 4:45

SMALL CLAIMS (GROUP LEADER)
Suite 209, 2265 Keele St
Toronto M6M 5B8
General Inquiry (416)326-6707
Fax (416)326-6709
8:30 - 4:45

SUPERVISOR, ONTARIO COURT (PROVINCIAL DIVISION)
2265 Keele St Main Flr
Toronto M6M 3Z7
General Inquiry (416)326-6718
Fax (416)326-6721
8:30 - 4:45

WEST REGIONAL OFFICE
Suite 806, 150 Dufferin Ave
London N6A 5N6
General Inquiry (519)660-3090
Fax (519)660-3133 (Provincial Jury Coordinator)
Fax (519)660-3098
8:30 - 5:00

BRUCE COUNTY
Court House
215 Cayley St
PO Box 39
Walkerton N0G 2V0
(519)881-0211 (Family Gen. & Prov. Division)
(519)881-1772 (Enforcement Office)
(519)881-2333 (Criminal Prov.Div.)
Fax (519)881-0347
8:30 - 4:45

ELGIN COUNTY
Court House
145 Curtis St
PO Box 310 Station Main
St Thomas N5P 3T9
(519)631-3530 (Small Claims Court Clerk/Enforcement Office)
(519)633-1720 (Ontario Court Gen Div - 2nd Flr)
(519)633-2160 (Family Operations - Prov. Div)
Fax (519)633-7629
8:30 - 4:45

ESSEX COUNTY
Court House
4th Flr, 250 Windsor Ave
Windsor N9V 6V9
(519)973-6620 (Small Claims Court & Ont Court Gen Div.)
Fax (519)973-6614
8:30 - 4:45

CRIMINAL (PROV DIV)
City Hall Square
PO Box 607
Windsor N9A 6N4
General Inquiry (519)254-2591
Fax (519)973-6646
8:30 - 4:45

ENFORCEMENT OFFICE
4th Flr, 250 Windsor Ave
Windsor N9A 6V9
(519)973-6600 (Enforcement Office)
(519)973-6670 (Family Operations Prov. Div)
Fax (519)973-6659
8:30 - 4:45

GREY COUNTY
Court House
595 9th Ave E
Owen Sound N4K 3E3
(519)376-1461 (General Division)
(519)376-7535 (Enforcement Office)
Fax (519)376-7101
8:30 - 4:45

CRIMINAL & FAMILY (PROVINCIAL DIVISION)
1133 Second Ave East
Owen Sound N4K 2J1
General Inquiry (519)376-0185
Fax (519)376-8930
8:30 - 4:45

HURON COUNTY
Court House
1 Courthouse Sq
PO Box 400
Goderich N7A 1M2
(519)524-9342 (Criminal & Family)
(519)524-7322 (Enforcement & Small Claims Court)
(519)524-2519 (Ont Court General Div.)
Fax (519)524-5670
8:30 - 4:45

KENT COUNTY
Court House
1st Flr, 21 Seventh St
Chatham N7M 4K1
(519)352-7740 (Enforcement, Family, Civil, SCC)
French Phone (519)352-9070 (Criminal)
Fax (519)354-6292
8:30 - 4:45

LAMBTON COUNTY
Court House
700 Christina St N
Sarnia N7V 3C2
(519)337-7964 (Small Claims Court)
(519)337-5314 (Ont. Court General Div.)
(519)336-8830 (Provincial Div. -Criminal Court Operations)
(519)337-2346 (Family Court Operations)
(519)337-8940 (Enforcement Office)
Fax (519)332-3411
Fax (519)337-5655
8:30 - 4:45

MIDDLESEX COUNTY
Court House
Ground Flr Unit A, 80 Dundas St
London N6A 6A3
(519)660-3026 (Manager Counter Services)
(519)660-3004 (Enforcement Office)
(519)660-3001 (Manager Court Support Services)
(519)660-3013 (Provincial Division -Criminal 2nd Flr Unit E)
Fax (519)660-3081
Fax (519)660-3053
8:30 - 4:45

REGIONAL SENIOR JUDGE
15th Flr Unit "G", 80 Dundas St
London N6A 6B3
General Inquiry (519)660-2292
Fax (519)660-2294
8:30 - 4:45

REGIONAL SENIOR JUSTICE
15th Flr Unit "G", 80 Dundas St
London N6A 6B3
General Inquiry (519)660-2291
Fax (519)660-2294
8:30 - 4:45

OXFORD COUNTY
Court House
415 Hunter St
PO Box 70
Woodstock N4S 7W5
(519)539-6188 (Ont Court Gen Div.)
(519)539-4751 (Small Claims Court & Enforcement Office)
(519)539-6187 (Criminal Operations)
(519)539-6189 (Family Operations)
Fax (519)539-4579
8:30 - 4:45

PERTH COUNTY
Court House
17 George St W
Stratford N5A 1A6
(519)271-4940 (Small Claims)
(519)271-1850 (Ontario Court Gen Div)
Fax (519)271-8080
8:30 - 4:45

CRIMINAL & FAMILY
(PROV DIV)
Justice Building
100 St. Patrick St
PO Box 1010
Stratford N5A 6W4
(519)271-2640 (Family Prov. Div.)
(519)271-9252 (Criminal Prov. Div)
Fax (519)271-8080
8:30 - 4:45

WATERLOO COUNTY
Court House
20 Weber St E
Kitchener N2H 1C3
(519)741-3203 (Manager General Division)
(519)741-3208 (Ontario Court Criminal Division)
(519)741-3266 (Enforcement Office - Gen Div)
(519)741-3200 (Ontario Court General Division)
Fax (519)741-3278
Fax (519)741-3212

CRIMINAL & FAMILY (PROV DIV)
Suite 1000, 200 Frederick St
Kitchener N2H 6P1
(519)741-3396 (Manager Criminal & Family)
(519)741-3300 (Ont Court Prov Div)
(519)741-3377 (Ont Court Prov Div. Family Court)
Fax (519)741-3399
Fax (519)741-3328
8:30 - 4:45

SMALL CLAIMS COURT (GEN DIV)
5th Flr Suite 520, 50 Queen St
Kitchener N2M 6P4
General Inquiry (519)745-8063
Fax (519)745-5842
8:30 - 4:45

WELLINGTON COUNTY
Court House
74 Woolwich St
Guelph N1H 3T9
(519)824- 4100 (Provincial & General Division - Family)
(519)824-4430 (Enforcement)
(516)824-4169 (Small Claims)
Fax (519)824-5449
8:30 - 4:45

CRIMINAL (PROVINCIAL)
36 Wyndham St S
Guelph N1H 7J5
General Inquiry (519)836-2501
Fax (519)837-6302
8:30 - 4:45

CRIMINAL LAW DIVISION

6th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2615 (6th Flr)
General Inquiry (416)326-2400 (9th Flr)
General Inquiry (416)326-4600 (10th Flr)
Fax (416)326-4656 (10th Flr)
Fax (416)326-2063
Fax (416)326-2423 (9th Flr)

The Criminal Law Division provides legal representation for the Crown in right of Ontario in all criminal matters. It is responsible for the **prosecution** of criminal cases before all courts in the province and for the carriage of all criminal appeals in the Ontario Court of Appeal and the Supreme Court of Canada. The division supervises and coordinates the Crown Attorneys in the 49 judicial districts and the Crown Counsel in the Crown Law Office - Criminal.

DIRECTORS OF CROWN OPERATIONS

CENTRAL EAST REGION

Suite 201, 1091 Gorham St
Newmarket L3Y 7V1
General Inquiry (905)836-5624
Fax (905)836-5620

DURHAM
Suite 300, 3000 Garden St
Whitby L1R 2G6
General Inquiry (905)430-4150
Fax (905)430-4151

MUSKOKA
Court House
2nd Flr, 3A Dominion St N
Bracebridge P1L 1R6
General Inquiry (705)645-2411
Fax (705)645-3422

NORTHUMBERLAND
Victoria Hall
55 King St W
Cobourg K9A 2M2
General Inquiry (905)372-8784
Fax (905)372-1040

PETERBOROUGH
Provincial Court Bldg
70 Simcoe St
Peterborough K9H 7G9
General Inquiry (705)876-3848
Fax (705)876-9862

SIMCOE
Court House
Worsley St
Barrie L4M 1M1
General Inquiry (905)739-6188

VICTORIA AND HALIBURTON
440 Kent St W
PO Box 4000
Lindsay K9V 5P2
General Inquiry (705)324-1420
Fax (705)324-1421

YORK REGION
Court House
2nd Flr, 50 Eagle St W
Newmarket L3Y 6B1
General Inquiry (905)853-4800
Fax (905)853-4849

CASE ADMINISTRATION UNIT
Courthouse
2nd Flr, 50 Eagle St W
Newmarket L3Y 6B1
General Inquiry (905)853-4800

CENTRAL WEST REGION

1st Flr, 50 Main St E
Hamilton L8N 1E9
General Inquiry (905)308-7227
Fax (905)452-9470
Fax (905)308-7224 (Budget & Administration)

BRANT
38 Darling St
Brantford N3T 6A8
General Inquiry (519)752-3704
Fax (519)759-8434

DUFFERIN
Courthouse Complex
10 Louisa St
Orangeville L9W 3P9
General Inquiry (519)941-4471
Fax (519)941-2330

HALDIMAND
Court House
55 Munsee St
Cayuga N0A 1E0
General Inquiry (905)772-5043
Fax (905)772-3494

HALTON
Court House
2nd Flr, 491 Steeles Ave E
Milton L9T 1Y7
General Inquiry (905)878-7291
Fax (905)878-7423

HAMILTON-WENTWORTH
Court House
5th Flr, 50 Main St E
Hamilton L8N 1E9
General Inquiry (905)308-7230
Fax (905)308-7249

NIAGARA NORTH
Court House
PO Box 788
St Catharines L2R 6Y3
General Inquiry (905)685-4293
Fax (905)685-5565

NIAGARA SOUTH
190 Division St
Welland L3B 4A2
General Inquiry (905)732-1327
Fax (905)732-0223

NORFOLK
Justice Bldg
Level 4, 530 Queensway W
Simcoe N3Y 4N4
General Inquiry (519)426-5920
Fax (519)426-6301

PEEL
7765 Hurontario St
PO Box 428
Brampton L6V 2L4
General Inquiry (905)452-6626
Fax (905)455-9432

EAST REGION
Court House
Suite 3225, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)239-1222
Fax (613)239-1420

FRONTENAC
County Court House
2nd Flr, Court St
Kingston K7L 2N4
General Inquiry (613)548-6718
Fax (613)548-6692

HASTINGS
2nd Flr, 257 Pinnacle St
Belleville K8N 3B2
General Inquiry (613)962-0772
Fax (613)968-6095

LANARK
41 Drummond St E
Perth K7H 1G1
General Inquiry (613)264-1900
Fax (613)264-0856

LEEDS AND GRENVILLE
County Court House
3rd Flr, Court House Ave
Brockville K6V 5V5
General Inquiry (613)342-2034
Fax (613)345-2116

LENNOX AND ADDINGTON
County Memorial Bldg
Main Flr, 41 Dundas St W
Napanee K7R 1Z5
General Inquiry (613)354-2144
Fax (613)354-7189

OTTAWA-CARLETON
Court House
3rd Flr, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)239-1200

PRESCOTT AND RUSSELL
Court House
16 Court St
PO Box 299
L'Orignal K0B 1K0
General Inquiry (613)675-4460
Fax (613)675-1632

PRINCE EDWARD
Suite 201, 172 Main St
Picton K0K 2T0
General Inquiry (613)476-6267
Fax (613)476-8272

RENFREW COUNTY
Suite 200, 77 Mary St
Pembroke K8A 5V4
General Inquiry (613)732-2261
Fax (613)735-2843

STORMONT DUNDAS AND GLENGARRY
Court House
2nd Flr, 26 Pitt St
Cornwall K6J 3P2
General Inquiry (613)932-5903
Fax (613)936-2157

NORTH REGION
Suite 501, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)670-7341
Fax (807)345-6383

ALGOMA
Court House
445 Albert St E
Sault Ste Marie P6A 2J9
General Inquiry (705)945-8000
Fax (705)942-6060

COCHRANE (KAPUSKASING)
Suite 32, 25 Brunetville Rd
Kapuskasing P5N 2E9
General Inquiry (705)335-6184
Fax (705)335-3585 (Kapuskasing Office)

COCHRANE SOUTH (TIMMINS)
189 Fifth Ave
Timmins P4N 5L5
General Inquiry (705)264-5234
Fax (705)268-7588

KENORA (DRYDEN)
Court House
PO Box 3000
Dryden P8N 3B3
General Inquiry (807)223-3351
Fax (807)223-5746

KENORA COURT HOUSE
Court House
Water St
Kenora P9N 1S4
General Inquiry (807)468-2835
Fax (807)468-2840

MANITOULIN
40 Water St
Gore Bay P0P 1H0
General Inquiry (705)282-0194
Fax (705)282-0197

NIPISSING
Court House
360 Plouffe St
North Bay P1B 9L5
General Inquiry (705)495-8313
Fax (705)495-8363

PARRY SOUND
Court House
89 James St
Parry Sound P2A 1T7
General Inquiry (705)746-2331
Fax (705)746-6361

RAINY RIVER
District Court House
Main Flr, 333 Church St
Fort Frances P9A 3M7
General Inquiry (807)274-9825
Fax (807)274-2521

SUDBURY
Court House
155 Elm St W
Sudbury P3C 1T9
General Inquiry (705)671-5900
Fax (705)675-4146

THUNDER BAY
District Court House
2nd Flr, 277 Camelot St
Thunder Bay P7A 4B3
General Inquiry (807)343-2720
Fax (807)343-2745 (277 Camelot St)
Fax (807)625-1618 (1805 E Arthur St)

TIMISKAMING
Court House
Main Flr, 393 Main St
Haileybury P0J 1K0
General Inquiry (705)672-3308
Fax (705)672-5672

TORONTO REGION
6th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4487
Fax (416)326-4488

DOWNTOWN TORONTO
New Court House
Rm 101, 361 University Ave
Toronto M5G 1Y1
General Inquiry (416)327-5942
Fax (416)327-6056

ETOBICOKE
80 The East Mall
Etobicoke M8Z 5X6
General Inquiry (416)314-3936
Fax (416)314-3949

NORTH YORK
2nd Flr Suite 105, 1000 Finch Ave W
Downsview M3J 2V5
General Inquiry (416)314-4222
TTY (416)314-4222
Fax (416)314-4234
Fax (416)314-4464

SCARBOROUGH
1911 Eglinton Ave E
Scarborough M1L 2L8
General Inquiry (416)325-0342
Fax (416)325-0353

WEST REGION
Suite 202, 150 Dufferin Ave
London N6A 5N6
General Inquiry (519)661-2883
Fax (519)661-2887

BRUCE
Court House
1st Flr Rm 102, 215 Cayley St
Walkerton N0G 2V0
General Inquiry (519)881-0432

ELGIN
Court House
4 Wellington St
St Thomas N5R 2P2
General Inquiry (519)631-1506
Fax (519)633-9629

ESSEX
Westcourt Place
Suite 410, 251 Goyeau St
Windsor N9A 6V2
General Inquiry (519)253-1104
Fax (519)253-1813

GREY
Grey County Bldg
595 9th Ave E
Owen Sound N4K 3E3
General Inquiry (519)376-3199
Fax (519)376-5650

HURON
Court House
3rd Flr, 1 The Square
Goderich N7A 1M2
General Inquiry (519)524-9272
Fax (519)524-7574 (Bluewater Office Equipment 65 Hamilton St., Goderich, Ont)

KENT
Court House
1st Flr, 21 Seventh St
Chatham N7M 4K1
General Inquiry (519)352-2141
Fax (519)354-1540

LAMBTON
Court House
1st Flr Suite 100, 700 Christina St N
Sarnia N7V 3C2
General Inquiry (519)337-7596
Fax (519)336-4663

MIDDLESEX
Court House
Main Flr, 80 Dundas St E
London N6A 2P3
General Inquiry (519)660-3003
Fax (519)660-3087

OXFORD
Court House
Main Flr, 415 Hunter St
Woodstock N4S 4G6
General Inquiry (519)537-2611
Fax (519)539-1060

PERTH
County Court House
1 Huron St
Stratford N5A 5S4
General Inquiry (519)271-4020
Fax (519)273-6840

WATERLOO
Court House
4th Flr, 20 Weber St E
Kitchener N2H 1C3
General Inquiry (519)741-3222
Fax (519)570-0031

WELLINGTON
Court House
75 Woolwich St
Guelph N1H 3T9
General Inquiry (519)822-1031
Fax (519)837-6301

FAMILY JUSTICE SERVICES DIVISION

8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)326-9901
Fax (416)326-1366

The Family Justice Services Division (FJSD) oversees the administration, coordination and delivery of the ministry's social justice programs across Ontario. Programs include the Office of the Public Guardian and Trustee, the Children's Lawyer, the Family Responsibility Office, the Supervised Access Program. In addition, the FJSD has responsibility for the ministry's relationship to the Ontario **Legal Aid** Plan.

SUPERVISED ACCESS PROGRAM

14th Flr, 393 University Ave
Toronto M5G 1W9
General Inquiry (416)314-8075
Fax (416)314-8050
9:00 - 4:30

The Ministry of the Attorney General provides **funding** to and coordinates 14 supervised access centres across the province. The centres provide a safe, neutral, child-focused setting for visits or exchanges between a child and non-custodial parent in situations where there are concerns about the safety and well-being of the child.

Services offered to the Public:
Supervised Access Program

CAPACITY ASSESSMENT OFFICE
8th Flr, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)327-6766
Fax (416)327-6724
8:30 - 4:30

The Capacity **Assessment** Office maintains a list of people qualified to conduct assessments of capacity in Ontario under the Substitute Decisions Act; administers a **financial assistance** program for people who require assistance in paying for an assessment; and provides information to assessors in Ontario.

CHILDREN'S LAWYER
14th Flr, 393 University Ave
Toronto M5G 1W9
General Inquiry (416)314-8000
Fax (416)314-8050

The office of the **Children**'s **Lawyer** (formerly the Official Guardian) investigates, advocates, protects and represents the personal and property rights and obligations of persons under a disability at law, usually minors, in proceedings before the courts and tribunals of Ontario. The Children's Lawyer provides legal services primarily for children under various legislation, including section 112 and 89(3) Courts of Justice Act, the Rules of the Courts, the Child and Family Services Act and the Parens Patriae jurisdiction of the Ontario Court (General Division).

Services offered to the Public:
Children's Lawyer

FAMILY RESPONSIBILITY OFFICE
West Tower
7th Flr, 1201 Wilson Ave
PO Box 220 Downsview Post Office
Downsview M3M 3A3
General Inquiry (416)326-1818 (Automated Information)
(416)326-1817 (Client Services)
(416)240-2410 (Reciprocal Enforcement of Support Orders - RESO)
TTY (416)240-2414
Toll Free 1-800-267-7263 (Automated Information)
Toll Free 1-800-267-4330 (Client Services)
Fax (416)240-2401 (Client Services)
8:00 - 7:00

The Family Responsibility Office (formerly the Family Support Plan) enforces family **support orders** made by the courts and agreements made by parties upon separation and **divorce**. The program serves as The Central Authority under the Hague Convention.

Services offered to the Public:
Family Responsibility

LEGAL AID PROJECT
22nd Flr, 180 Dundas St W
Toronto M5G 1Z8
General Inquiry (416)326-0688
Fax (416)326-0725

The **Legal Aid** Project is the government link to the Legal Aid Plan that is administered by the Law Society of Upper Canada.

PUBLIC GUARDIAN AND TRUSTEE
8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-2800
TTY (416)314-2687
Toll Free 1-800-366-0335
Fax (416)314-2716
Fax (416)314-2695 (Legal)
8:30 - 4:30

With the proclamation of the Substitute Decisions Act, 1992, and the Health Care Consent Act, 1995, the Office of the Public Guardian and Trustee has expanded its services to vulnerable **adults** from property (financial) matters into the field of guardianship for personal care. This office is responsible for administering the assets of financially incapable individuals, many of whom reside in psychiatric hospitals, chronic care hospitals and nursing homes pursuant to the provisions of the Mental Health Act and the Substitute Decisions Act; the estates of deceased persons in Ontario who die intestate without any adult heirs living in the province pursuant to the Crown Administration of Estates Act; the property of dissolved corporations, protecting the public interest in **charitable** property, and as the Accountant of the Ontario Court, is the depository for all money, mortgages and securities paid into or lodged with the Ontario Court (General Division).

ACCOUNTANT OF THE ONTARIO COURT (GENERAL DIVISION)
8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-8692
Fax (416)314-2481
8:30 - 4:30

The Accountant of the Ontario Court (General Div.) office is the depository for all money, **mortgages** and **securities** paid into, or lodged with, the Ontario Court (General Div.). These monies, mortgages and securities are received and disbursed or released pursuant to judgments and orders of the Ontario Court (General Div.) in accordance with the **Courts** of Justice Act, 1984, and other relevant statutes. Where monies are in court to the credit of infants, this office administers the funds until the minor reaches the age of majority.

INTEGRATED CLIENT SERVICES
8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-2800
Fax (416)326-1366
8:30 - 4:30

Integrated Client Services provides intake for all Office of the Public Guardian & Trustee (OPGT) guardianship matters; screens and processes applications for the appointment of a private guardian; investigates allegations of serious harm to mentally incapable adults; provides property and personal care guardianship services and associated asset administration; and solicitors legal services to the OPGT'S mentally incapable clients.

CLIENT SERVICES
8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-2800
Toll Free 1-800-891-0335
Fax (416)314-2648
8:30 - 4:30

Client Services delivers **financial** and personal care guardianship services and associated asset administration and solicitors legal services to the Office of Public Guardian & Trustee's mentally incapable clients in accordance with the Substitute Decisions Act, 1992.

HAMILTON OFFICE
9th Flr, 119 King St W
Hamilton L8P 4T9
General Inquiry (905)546-8300
Toll Free 1-800-891-0502
Fax (905)546-8301
8:30 - 4:30

LONDON OFFICE
3rd Flr, 401 Clarence St
London N6A 3M6
General Inquiry (519)660-3140
Toll Free 1-800-891-0504
Fax (519)660-3148
8:00 - 5:00

OTTAWA OFFICE
3rd Flr, 244 Rideau St
Ottawa K1N 5Y3
General Inquiry (613)241-1202
Toll Free 1-800-891-0506
Fax (613)241-1567
8:30 - 4:30

SUDBURY OFFICE
Suite 602, 199 Larch St
Sudbury P3E 5P5
General Inquiry (705)564-3185
Toll Free 1-800-564-0503
Fax (705)688-3193
8:30 - 4:30

THUNDER BAY
Suite 101, 189 Red River Rd
Thunder Bay P7B 1A2
General Inquiry (705)564-3185
Toll Free 1-800-564-0503
Fax (807)343-7223

TORONTO OFFICE
8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-2800
Toll Free 1-800-891-0335
Fax (416)314-2619
8:30 - 4:30

INTAKE, SCREENING AND INVESTIGATIONS
8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)327-6683
Toll Free 1-800-891-0335
Fax (416)314-2642
8:30 - 4:30

The Intake, Screening and Investigations receives **Certificates** of Incapacity under the **Mental Health** Act and Substitute Decisions Act; handles applications to appoint the Office of the Public Guardian & Trustee as guardian or trustee; processes applications to appoint a private statutory guardian of property; reviews court applications for the appointment of a guardian; maintains the registry of guardians and investigates allegations of serious harm to incapable **adults**.

ESTATES ADMINISTRATION AND CORPORATIONS
8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)327-0406
8:30 - 4:30

The **Estates** Administration and **Corporations** Department administers estates of persons who die **intestate** and without known heirs in the province and the assets of dissolved corporations.

INTEGRATED JUSTICE CORPORATE SERVICES DIVISION

5th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2612
Fax (416)326-2326
9:00 - 5:00

Integrated Justice Corporate Services Division is responsible for administrative policy and business support services for the Ministry of the Attorney General and the Ministry of the Solicitor General and Correctional Services. In addition, the Division provides administrative support to the Assessment Review Board, the Ontario Native Affairs Secretariat, the Special Investigations Unit and Royal Commissions.

ASSESSMENT REVIEW BOARD
13th Flr, 121 Bloor St E
Toronto M4W 3M5
General Inquiry (416)314-6900
Toll Free 1-800-263-3237
Fax (416)314-3717

The **Assessment** Review Board is an independent administrative tribunal which draws its jurisdiction from the Assessment Act and the **Municipal** Act. The Board hears and determines **complaints** against realty and **business** assessment forming the basis of municipal **taxation**, complaints with respect to direction of school support for school board taxation, and applications and **appeals** respecting municipal taxation.

Services offered to the Public:
Assessment Review

FREEDOM OF INFORMATION AND PRIVACY - ATTORNEY GENERAL
5th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4300
Fax (416)326-4307
8:30 - 5:00

The Freedom of Information and Protection of Privacy Office (FOI) coordinates the implementation and administration of the Freedom of Information and Protection of Privacy Act for the ministries of the Attorney General and the Solicitor General and Correctional Services. Responsibilities include: developing policies, procedures and guidelines; coordinating and responding to access requests from the public; dealing with appeals and mediation processes; preparing statistical reports and ensuring adherence to privacy provisions and other legislative requirements of the Act.

FREEDOM OF INFORMATION AND PRIVACY - SOLICITOR GENERAL
AND CORRECTIONAL SERVICES
1st Flr, 200 First Ave W
PO Box 4100
North Bay P1B 9M3
General Inquiry (705)494-3080
Fax (705)494-3081
8:00 - 5:00

FRENCH LANGUAGE SERVICES
5th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4054
Fax (416)326-4782

The Office of the Coordinator of French Language Services monitors delivery of service in French and provides advice to staff of the Ministries of the Attorney General and Solicitor General and Correctional Services on issues related to delivery of service in French within their programs and activities pursuant to the French Language Services Act, the Courts of Justice Act and the Criminal Code. It also coordinates translation, complaints investigation/resolution and linguistic proficiency evaluation services. It manages relations with francophone stakeholder groups and acts as liaison between the ministries and the francophone community.

INTEGRATED JUSTICE INFORMATION TECHNOLOGY DIVISION

18th Flr, 18 King St E
Toronto M5C 2X1
Fax (416)326-1104
9:00 - 5:00

The Integrated Justice Information Technology Division is responsible for Information Technology (IT) services and support to the Justic Enterprises - Ministry of the Attorney General and Ministry of the Solicitor General and Correctional Services and their external Justice partners, that enables transformation into a modern, effective and efficient justice system. For more complete information about offices and services within the Integrated Justice Information Technology Division, refer to the listings under the Ministry of the Solicitor General and Correctional Services..

LEGAL SERVICES AND VICTIMS' SUPPORT

11th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4000
Fax (416)326-6996
9:00 - 5:00

The Legal Services and Victims' Support Division is comprised of three distinct programs. The Legal Services program is responsible for the provision of legal advice to ministries and certain agencies, boards and commissions of the Ontario government. It includes the Legal Services Secretariat, Constitutional Law Branch, Crown Law Office - Civil, and 23 Seconded Legal Services branches across government. On the victims' support side, the ministry has drawn together a number of programs which support victims of crime, including Victims of Institutional Abuse, the Victim/Witness Assistance Program and the Criminal Injuries Compensation Board.

LEGAL SERVICES SECRETARIAT

11th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4000
Fax (416)326-6996
9:00 - 5:00

The Legal Services Secretariat coordinates the strategic, financial, human resources, education, technology, communications and business planning needs of those programs providing legal advice to government.

CONSTITUTIONAL LAW BRANCH

8th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4460
(416)326-4456 (For Articling Students Only)
(416)326-4451 (For Articling Students Only)
Fax (416)326-4015
9:00 - 5:00

The Constitutional Law Branch bears primary responsibility for advising the government on constitutional matters and conducting constitutional **litigation** on behalf of the government. Constitutional issues arise across the full range of matters in which the government is

involved. They include the protections found under the Canadian Charter of Rights and Freedoms such as freedom of religion, expression, association and assembly, rights relating to equality, democratic elections, mobility of persons, the use of official languages in federal institutions and in education, as well as the rights held by an individual when faced with government or police investigation and prosecution. Constitutional issues also include disputes respecting the division of powers between the federal Parliament and provincial legislatures and the protection of **aboriginal** and treaty rights.

CROWN LAW OFFICE CIVIL
8th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4008
(416)326-4159 (For Articling Students Only)
(416)326-4163 (For Articling Students Only)
(416)326-4168 (For Articling Students Only)
(416)326-4122 (For Articling Students Only)
(416)326-4180 (For Articling Students Only)
(416)326-4123 (For Articling Students Only)
Fax (416)326-4181
8:30 - 4:45

Crown Law Office - Civil is divided into the advisory services group and the **litigation** services group. The members of the advisory services group act as the solicitors for the Ministry of the Attorney General and also provide legal advice to other ministries and agencies on a broad spectrum of legal issues with government-wide significance. Counsel in the litigation services group provide legal representation of the Crown, its ministries, agencies, boards and commissions in a wide variety of matters involving issues of public importance in all levels of courts.

DISPUTE RESOLUTION OFFICE
11th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4000
Fax (416)326-6996
9:00 - 5:00

The Dispute Resolution Office (DRO) promotes the expanded use and development of Alternative Dispute Resolution (ADR) practices across government. The DRO serves as a central government resource and provides advice on ADR programs, policies, and legislation to all ministries as well as agencies, boards and commissions. The DRO also provides training in dispute resolution and team building, and offers **mediation** services and other forms of conflict resolution practices to address conflicts within the Ontario Public Service.

SECONDED LEGAL SERVICES BRANCHES

The Seconded Legal Services Program provides legal advice and legal services to all ministries and some agencies, boards and commissions of the Government of Ontario. There are 23 legal branches/offices located on-site with individual client ministries and with some Schedule 1 agencies, boards and commissions. Seconded Legal Services provides solicitor and counsel work covering very broad and varied types of law, including aboriginal, charities, corporate/commercial, corrections, education, employment, environmental, family, financial institutions.

VICTIMS OFFICE

On the **victims**' support side, the ministry is moving to establish a Victims' Office to draw together a number of programs which support victims of crime, including Victims of Institutional **Abuse**, the Victim/Witness Assistance Program and the Criminal Injuries Compensation Board.

CRIMINAL INJURIES COMPENSATION BOARD
4th Flr, 439 University Ave
Toronto M5G 1Y8
General Inquiry (416)326-2900
Toll Free 1-800-372-7463
Fax (416)326-2883
8:30 - 4:30

The **Criminal Injuries Compensation** Board provides compensation to eligible applicants when a person is injured or killed in Ontario as the result of an act of criminal violence.

Services offered to the Public:
Criminal Injuries Compensation

VICTIM/WITNESS ASSISTANCE PROGRAMME
9th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2429
Fax (416)326-2857
8:30 - 4:45

The Victim/Witness Assistance Programme provides **victims** and **witnesses** of **crime** with information and assistance through the criminal court process. The victim/witness assistance coordinators work with the local Crown attorney to provide two general types of service: 1) direct victim/witness assistance such as offering emotional support to victims, providing courtroom orientation, explaining legal terminology, acting as a liaison on behalf of victims/witnesses with **police** and the Crown as well as referring victims to community agencies for **counselling** and other support services; and 2) **public education** activities and community coordination for the development of services for victims.

Services offered to the Public:
Victim/Witness Assistance Programme

BARRIE
114 Worsley St
Barrie L4M 1M1
General Inquiry (705)739-6560
Fax (705)739-6603
8:30 - 4:45

BELLEVILLE
2nd Flr, 15 Victoria St
Belleville K8N 1Z5
General Inquiry (613)962-3005
Fax (613)962-3225
8:30 - 4:45

BRAMPTON
141 Clarence St
Brampton L6W 3E6
General Inquiry (905)450-4797
Fax (905)450-4092
8:30 - 4:45

HAMILTON
2nd Flr, 125 Main St E
Hamilton L8N 3Z3
General Inquiry (905)577-8438
Fax (905)546-3894
8:30 - 4:45

KENORA
216 Water St
Kenora P9N 1S4
General Inquiry (807)468-2839
Fax (807)468-2888
8:30 - 4:30

KINGSTON
2nd Flr, 279 Wellington St
Kingston K7K 6E1
General Inquiry (613)548-6213
Fax (613)548-6207
8:30 - 4:45

LONDON
Main Flr Unit B, 80 Dundas St
London N6A 2P3
General Inquiry (519)660-3041
Fax (519)660-3087
8:30 - 4:45

MILTON
491 Steeles Ave E
Milton L9T 1Y7
General Inquiry (905)878-7291
Fax (905)878-7423
8:30 - 4:45

NEWMARKET
4th Flr, 50 Eagle St W
Newmarket L3Y 6B1
General Inquiry (905)853-4818
Fax (905)853-4883
8:30 - 4:45

NORTH BAY
360 Plouffe St
North Bay P1B 9L5
General Inquiry (705)495-8339
Fax (705)495-8336
8:30 - 4:45

OTTAWA
Rm 1179, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)239-1229
Fax (613)239-1473
8:30 - 4:45

OWEN SOUND
Suite 109, 1101 2nd Ave E
Owen Sound N4K 2J1
General Inquiry (519)376-8927
Toll Free 1-888-577-3111
Fax (519)376-0865
8:30 - 4:45

PEMBROKE
2nd Flr, 77 Mary St
Pembroke K8A 5V4
General Inquiry (613)732-2035
Fax (613)735-2843
8:30 - 4:45

PERTH
43 Drummond St E
Box 1400
Perth K7H 1G1
General Inquiry (613)264-8387
Fax (613)264-0856
8:30 - 4:45

SUDBURY
Bsmt, 155 Elm St W
Sudbury P3C 1T9
General Inquiry (705)671-5956
Fax (705)675-4146
8:30 - 4:45

THUNDER BAY
2nd Flr, 1805 East Arthur St
Thunder Bay P7E 5N7
General Inquiry (807)625-1627
Fax (807)625-1618
8:30 - 4:45

TORONTO (OLD CITY HALL)
Rm 341A, 60 Queen St W
Toronto M5H 2M4
General Inquiry (416)327-5959
Fax (416)327-7630
8:30 - 4:45

TORONTO - 361 UNIVERSITY
2nd Flr, 33 King St W
Oshawa L1H 8H5
8:15 - 4:30

TORONTO - COLLEGE PARK
444 Yonge St
Toronto M5B 2H4
General Inquiry (416)325-6117
Fax (416)325-7384
8:30 - 4:45

TORONTO - ETOBICOKE
1st Flr, 80 The East Mall
Etobicoke M8Z 5X6
General Inquiry (416)314-3944
Fax (416)314-3974
8:30 - 4:45

TORONTO - NORTH YORK
3rd Flr, 95 Grosvenor St
Toronto M7A 1Z1
Fax (416)325-0339
8:30 - 4:45

TORONTO - SCARBOROUGH
1911 Eglinton Ave E
Scarborough M1L 2L8
General Inquiry (416)325-0351
Fax (416)325-8564
8:30 - 4:45

WHITBY
Suite 300, 3000 Garden St
Whitby L1R 2G6
General Inquiry (905)430-4170
Fax (905)430-4161
8:30 - 4:45

WINDSOR
4th Flr Suite 410B, 251 Goyeau St
Windsor N9A 6V2
General Inquiry (519)253-2897
Fax (519)253-1813
8:30 - 4:45

LEGISLATIVE COUNSEL

Whitney Block
Suite 3600, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)326-2841
Fax (416)326-2806
8:00 - 5:15

The office provides **legislative** services to Ministers of the Crown, Members of the Legislature, government and agencies, and applicants for private **bills**. It also provides drafting services for bills and **regulations**, preparation of annual statute books, filing and publication of Ontario regulations, and the translation and publication of regulations in French.

AGENCIES, BOARDS AND COMMISSIONS

POLICE COMPLAINTS COMMISSIONER
9th Flr, 595 Bay St
PO Box 23
Toronto M5G 2C2
General Inquiry (416)325-4700
TTY (416)325-8234 (TDD Service for all regional offices)
Toll Free 1-800-267-5648
Fax (416)325-4704

The **Police Complaints** Commissioner's office is an independent agency providing civilian oversight of all public complaints regarding police conduct in Ontario. The Commissioner may monitor, investigate and review complaints as well as make recommendations on police practices and procedures. When in the public interest, the Commissioner may call a board of inquiry.

Services offered to the Public:
Police Complaints Commissioner

CENTRAL EAST REGION
Peterborough Square
Suite 405, 360 George St N
Peterborough K9H 7E7
General Inquiry (705)745-1139
Fax (705)745-1158

CENTRAL REGION
Suite 216, 47 Sheppard Ave E
North York M2N 2Z8
General Inquiry (416)314-8170
TTY (416)325-8234
Fax (416)314-8189

CENTRAL WEST REGION
Suite 195, 77 City Centre Dr
Mississauga L5B 1M5
General Inquiry (905)279-7104
Fax (905)279-7132

EAST REGION
Queensway Office Centre
Suite 160, 1223 Michael St
Gloucester K1J 7T2
General Inquiry (613)747-7692
Fax (613)747-7802

NORTHEAST REGION
Unit 11, 43 Elm St
Sudbury P3C 1S2
General Inquiry (705)688-3059
Fax (705)688-3062

NORTHWEST REGION
Marina Park Towers
Suite 110, 180 Park Ave
Thunder Bay P7B 6J4
General Inquiry (807)343-7564
Fax (807)343-7566

SOUTHWEST REGION
Suite 103, 1500 Ouellette Ave
Windsor N8X 1K7
General Inquiry (519)973-1498
Fax (519)973-1470

ACTS

Absconding Debtors Act
Absentees Act
Accidental Fires Act
Accumulations Act
Administration of Justice Act
Age of Majority and Accountability Act
Aliens' Real Property Act
Anglican Church of Canada Act, 1979
Arbitrations Act
Architects Act
Assessment Review Board Act
Bail Act
Barristers Act
Blind Persons' Rights Act
Bulk Sales Act
Business Records Protection Act
Charitable Gifts Act
Charities Accounting Act
Children's Law Reform Act
Class Proceedings Act, 1992
Commissioners for Taking Affidavits Act
Compensation for Victims of Crime Act
Construction Lien Act
Conveyancing and Law of Property Act
Costs of Distress Act
Courts of Justice Act
Courts of Justice Statute Law Amendment Act, 1994
Creditors' Relief Act
Crown Administration of Estates Act
Crown Agency Act
Crown Attorneys Act
Crown Witnesses Act
Disorderly Houses Act
Dog Owner's Liability Act
Dower and Miscellaneous Abolition Act, 1980
Employers and Employees Act
English and Wabigoon River Systems Mercury Contamination Settlement Agreement Act, 1986
Escheats Act
Estates Act
Estates Administration Act
Evidence Act
Execution Act
Expropriations Act
Family Law Act
Family Support Plan Act
Fines and Forfeitures Act
Fraudulent Conveyances Act
Frustrated Contracts Act

Gaming Act
Habeas Corpus Act
Hospitals and Charitable Institutions Inquiries Act
Hotel Registration of Guests Act
Innkeepers Act
International Commercial Arbitration Act
International Sale of Goods Act
Interpretation Act
Interprovincial Summonses Act
Intervenor Funding Project Act
Judicial Review Procedure Act
Juries Act
Justices of the Peace Act
Landlord and Tenant Act
Law Society Act
Legal Aid Act
Libel and Slander Act
Limitations Act
Mental Incompetency Act
Mercantile Law Amendment Act
Metro Toronto Police Force Complaints Act, 1984
Ministry of the Attorney General Act
Minors' Protection Act
Mortgages Act
Negligence Act
Notaries Act
Occupiers' Liability Act
Ontario Law Reform Commission Act
Partition Act
Pawnbrokers Act
Perpetuities Act
Powers of Attorney Act
Proceedings Against the Crown Act
Professional Engineers Act
Property and Civil Rights Act
Provincial Offences Act
Public Accountancy Act
Public Authorities Protection Act
Public Guardian & Trustee Act
Public Halls Act
Public Inquiries Act
Public Institutions Inspection Act
Public Officers Act
Public Trustee Act
Reciprocal Enforcement of Judgments (U.K.) Act
Reciprocal Enforcement of Judgments Act
Reciprocal Enforcement of Support Orders Act
Regulations Act
Regulations Revision Act, 1989
Religious Freedom Act
Religious Organizations' Lands Act

Sale of Goods Act
Settled Estates Act
Short Forms of Conveyances Act, 1980
Short Forms of Leases Act
Short Forms of Mortgages Act, 1980
Solicitors Act
South African Trust Investments Act
Statute of Frauds
Statutes Act
Statutes Revision Act, 1989
Statutory Powers Procedure Act
Substitute Decisions Act, 1992
Succession Law Reform Act
Support and Custody Orders Enforcement Act
Ticket Speculation Act
Time Act
Transboundary Pollution Reciprocal Access Act
Trespass to Property Act
Trustee Act
Unconscionable Transactions Relief Act
University Expropriation Powers Act
Variation of Trusts Act
Vendors and Purchasers Act
Wages Act
Warehouse Receipts Act

MINISTRY OF CITIZENSHIP, CULTURE AND RECREATION

6th Flr, 77 Bloor St W
Toronto M7A 2R9
General Inquiry (416)327-2422
TTY (416)314-7831
Toll Free 1-800-267-7329
http://www.gov.on.ca/MCZCR

The mandate of the Ministry of Citizenship, Culture and Recreation is to enforce human rights, support equal opportunity for all Ontarians, motivate, facilitate and recognize voluntarism in Ontario, encourage the arts and cultural industries, preserve Ontario's heritage, advance the public library system, promote sport, recreation and physical activity and maintain the Archives of Ontario.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

5th Flr, 77 Bloor St W
Toronto M7A 2R9
(416)327-2422 (Automated Public Inquiry Service)
Toll Free 1-800-267-7329
Fax (416)314-4965
9:00 - 5:00

The Communications Branch is responsible for communicating the ministry's programs and policies related to its core businesses and to the government's corporate communications agenda. The branch prepares, implements and evaluates communications plans related to the government's and ministry's priority agenda; supports the Minister, Deputy Minister and senior management in the handling of contentious issues; manages a media relations program for a wide range of target audiences; advises on and organizes Minister's/Deputy Minister's participation in public events; and provides internal communications services for the ministry.

ONTARIO 2000 THE MILLENNIUM PROJECT

3rd Flr, 77 Bloor St W
Toronto M7A 2R9
General Inquiry (416)314-2020
8:30 - 4:45

Ontario 2000 is responsible for the planning, coordination and implementation of the province's initiatives in commemorating the new millennium. The unit provides a one-stop information shopping service for all millennium activities across Ontario through Internet services, **publications** and response to general inquiries.

ARCHIVES OF ONTARIO

Suite 300, 77 Grenville St
Toronto M5S 1B3
General Inquiry (416)327-1600
(416)327-1552 (Photos, Maps, Architectural)
(416)327-1583 (Genealogical)
(416)327-1582 (Historical Inquiries)
(416)327-1593 (Vital Statistics)
Toll Free 1-800-668-9933 (Province-Wide)
Fax (416)327-1999
8:30 - 4:30

The Archives' mandate is to acquire, preserve and make publicly accessible for legal, administrative and other **research** purposes, original **records** of enduring value relating to Ontario. This includes records of Ontario's successive governments as well as private manuscripts, published and printed material, maps, architectural drawings, **photographs**, audio and video recordings and motion picture film. The Archives provides policy direction and advisory services on recorded information management for the Government of Ontario. Under the Archives Act (1923, amended 1972), the Archivist of Ontario must approve the final disposition of provincial government records.

CITIZENSHIP DIVISION

7th Flr, 77 Bloor St W
Toronto M7A 2R9
General Inquiry (416)314-7541
TTY (416)314-7491
Fax (416)314-7599
8:00 - 5:00

The Citizenship Division is responsible for policies, **standards** and programs related to human rights, equal opportunity, disability issues, immigrant settlement, access to professions and trades, initiatives for vulnerable adults, Aboriginal economic development and voluntarism. The division comprises the Office of the Assistant Deputy Minister, Citizenship Development Branch, Equal Opportunity and Access Branch and the Honours and Awards Unit.

CITIZENSHIP DEVELOPMENT BRANCH

7th Flr, 77 Bloor St W
Toronto M7A 2R9
General Inquiry (416)314-4497
TTY (416)314-7491
Fax (416)314-7180
8:00 - 5:00

The **Citizenship** Development Branch is responsible for policy and program development in the areas of immigration and settlement; access to professions and trades for foreign-trained professionals and tradespersons; Aboriginal community and economic development. The Branch is also responsible for coordinating the implementation of programs to support the voluntary sector under the Volunteer Linkages Initiative and for liaison with the Ontario Trillium Foundation to ensure appropriate accountability. The Branch is comprised of four units: Aboriginal Development Unit, Access to Professions and Trades, Immigration and Settlement, and Voluntarism Initiatives.

ABORIGINAL DEVELOPMENT UNIT
5th Flr, 77 Bloor St W
Toronto M7A 2R9
General Inquiry (416)314-7512
TTY (416)314-7414
Fax (416)314-7428

The **Aboriginal** Development Unit helps stimulate economic activity within Aboriginal communities by assisting with the implementation of Ontario's Aboriginal economic development strategy and other related strategies. It helps Aboriginal communities build their capacity to respond to the needs of their members by providing consultative services through our regional offices. It increases the capacity for Aboriginal **community** and economic development with the objective of advancing the self-reliance of Aboriginal communities and organizations and the government's Aboriginal Policy Framework through transfer payment programs.

ACCESS TO PROFESSIONS AND TRADES
7th Flr, 77 Bloor St W
Toronto M7A 2R9
General Inquiry (416)314-7326
Fax (416)326-6265

The Access to Professions and **Trades** Unit continues the development and implementation of strategies to reduce barriers for foreign-trained professionals and tradespeople to practise the occupations for which they have been trained. The unit works in partnership with the federal government, educational institutions, and occupational regulatory bodies for improved **assessment** of foreign academic credentials.

IMMIGRATION AND SETTLEMENT
3rd Flr, 77 Bloor St W
Toronto M7A 2R9
General Inquiry (416)314-7309
Fax (416)314-7307

The Immigration and Settlement Unit provides policy research, development, analysis and advice in the area of immigration and settlement. It also develops strategies for more effective community-based settlement services for **immigrants** and refugees. It works with other ministries and the federal government to resolve issues on settlement services in Ontario and implements a Newcomer Settlement Program for community-based settlement service delivery.

VOLUNTARISM
7th Flr, 77 Bloor St W
Toronto M7A 2R9
General Inquiry (416)325-6853
Fax (416)314-7180

The Voluntarism Initiatives Unit coordinates the Government's program to strengthen voluntarism in Ontario. It builds voluntary sector, private sector and government partnerships and facilitates a series of Volunteer Linkages initiatives to recognize, encourage and support **volunteers'** action.

EQUAL OPPORTUNITY AND ACCESS BRANCH
7th Flr, 77 Bloor St W
Toronto M7A 2R9
General Inquiry (416)314-7290
TTY (416)314-7491
Fax (416)314-7307
8:00 - 5:00

The Equal Opportunity and Access Branch is responsible for policy and program development in the areas of disability issues, equal opportunity, human rights and vulnerable adults. Within its responsibility, the Branch liaises with the Ontario Human Rights Commission and the Board of Inquiry to ensure appropriate accountability. The branch is comprised of four units: Access for Vulnerable Adults; Disability Issues, Equal Opportunity and Human Rights.

ACCESS FOR VULNERABLE ADULTS
7th Flr, 77 Bloor St W
Toronto M7A 2R9
General Inquiry (416)326-0206
TTY (416)314-8934
Fax (416)326-6265

The Access for Vulnerable **Adults** Unit works with other ministries and **community** partners to deliver a province-wide information and referral service, and a resource clearinghouse and other initiatives to support community-based delivery of advocacy services for vulnerable adults. It manages transfer payments to community-based agencies delivered through regional offices in the areas of Prevention of Violence Against Women, specifically Cultural Interpreter Services and Training program, Violence Against Immigrant/Refugee Women Prevention Education **Grants** and Violence Against Women with **Disabilities** Prevention Education. It works with Ontario Trillium Foundation to deliver special **funding** programs to support the Equal Opportunity Plan and the Initiative for Vulnerable Adults. It also coordinates the Good Neighbours program, a public awareness campaign to promote local community support for seniors and other vulnerable community members.

DISABILITY ISSUES
7th Flr, 77 Bloor St W
Toronto M7A 2R9
General Inquiry (416)326-0199
TTY (416)314-7491
Fax (416)327-4080

The Disability Issues Unit brings disability perspectives to government policy-making. It works with other ministries to develop and review policies, programs and services to promote access for persons with disabilities.

EQUAL OPPORTUNITY
7th Flr, 77 Bloor St W
Toronto M7A 2R9
General Inquiry (416)314-0529
Fax (416)326-6265
www.equalopportunity.on.ca

The Equal Opportunity Unit develops and implements initiatives for the Government of Ontario's **Workplace** Equal Opportunity Plan. Through partnerships, it provides services to support the equal opportunity efforts of **employers** and **employees** in the private and broader public sectors. These services include an information clearinghouse, demonstration projects, **training** and education delivered through the Gateway to Diversity website and a fax on demand service.

HUMAN RIGHTS
7th Flr, 77 Bloor St W
Toronto M7A 2R9
General Inquiry (416)314-7295
Fax (416)314-7307

The Human Rights Unit develops human rights policy and liaises with the Ontario Human Rights Commission and the Board of Inquiry. It works with other ministries to achieve government objectives regarding human rights.

HONOURS AND AWARDS UNIT
4th Flr, 77 Bloor St W
Toronto M7A 2R9
General Inquiry (416)314-7526
Fax (416)314-7743
9:00 - 5:00

The Honours and **Awards** Unit delivers honours and awards programs to promote voluntarism and honour the accomplishments of outstanding Ontarians and other commemorative functions. Programs Include: Order of Ontario endorses excellence in any field of endeavour; Ontario Medal for Good **Citizenship**, Outstanding Achievement Award for Voluntarism and Volunteer Service Awards champion voluntarism; Ontario Medal for Young **Volunteers** recognizes exceptional voluntary achievement by young people, 24 years of age and younger; Lincoln M. Alexander Awards highlight efforts to eliminate **racism**; Ontario Medal for **Police** Bravery and Ontario Medal for Firefighter Bravery single out superlative acts of heroism; Community Action Awards, Senior Achievement Awards and Senior of the Year Awards values work contributed by persons with **disabilities** and seniors; Amethyst Awards recognizes Outstanding Achievements by Ontario Public Servants; special events such as the Canada Day celebrations at Queen's Park.

CULTURE, SPORT AND RECREATION DIVISION

6th Flr, 77 Bloor St W
Toronto M7A 2R9
General Inquiry (416)314-7265
Fax (416)314-7313
8:30 - 4:45

The Culture Branches are responsible for the development of policies and programs and the operation of programs related to arts, cultural industries, heritage sectors and public libraries in Ontario. They oversee program and financial liaison with the ministry's eleven cultural agencies and two library agencies. The **Sport** and **Recreation** Branch works to support participation of people in amateur sport, physical activity and recreation. The branch develops policies and provides program tools, guidelines and information resources to organizations and communities to help them meet the sport and recreation needs of their members.

CULTURAL PARTNERSHIPS BRANCH

3rd Flr, 77 Bloor St W
Toronto M7A 2R9
General Inquiry (416)314-7358
Fax (416)314-7635
Fax (416)314-7362

The Cultural Partnerships Branch is composed of two sections: The Cultural Agencies section is responsible for fiscal, policy and program liaison with 10 cultural agencies and institutions of the ministry. The ten cultural agencies and institutions are the Art Gallery of Ontario, McMichael Canadian Art Collection, Ontario Arts Council, Ontario Film Development Corporation, Ontario Heritage Foundation, Ontario Science Centre, Royal Botanical Gardens, Royal Ontario Museum, Science North and TVOntario. The Libraries section ensures Ontario Government leadership to public libraries and library agencies to develop accessible, equitable and empowering information and library services for the people of Ontario. The branch facilitates improvement through policy and program development and evaluation, long-range planning with partners and stakeholders, partnership development, province-wide marketing for public libraries and support for effective legislation. The section has two units.

LIBRARIES PLANNING AND OPERATIONS UNIT

3rd Flr, 77 Bloor St W
Toronto M7A 2R9
General Inquiry (416)314-7620
Fax (416)314-7635

The Libraries Planning and Operations Unit administers the Public Libraries Act, develops and evaluates provincial policies on **library** services, provides consultative support and administers grant and pay equity programs and the Public Library Services **Awards**. The unit coordinates two agencies: the Ontario Library Service - North and the Southern Ontario Library Service, which deliver program and services for the ministry.

LIBRARIES TELEMATICS AND NEW MEDIA UNIT
3rd Flr, 77 Bloor St W
Toronto M7A 2R9
General Inquiry (416)314-7632
Fax (416)314-7635

The Telematics and New Media Unit provides advisory services in the use of **technology** and **telecommunications** to develop the Provincial Information Network for Ontario's Public and First Nation libraries. The unit supports the development of the provincial information infrastructure (including OPNet and INFO, the Information Network for Ontario), and facilitates strategic planning and partnerships for networks and technologies that support library and community **information services** such as electronic access to government information through public libraries.

ONTARIO LIBRARY SERVICE

The Ontario Library Service (OLS) consists of two agencies of the ministry. The mandate of the Ontario Library Service - North & the Southern Ontario Library Service is to increase cooperation among public **libraries** & facilitate the development of local services. OLS services include resource-sharing networks, inter-library loan, coordinated telecommunications, planning & coordination, materials delivery, cooperative collection development, advocacy, provincial information grid, development & coordination of Information Network for Ontario (INFO), including the CD-ROM catalogue. OLS also provides consultation & technical assistance, **First Nations** library services, regional development clusters of libraries, trustee development, seminars & workshops such as customer service and FIPPA. Direct services (North only) include supplementary materials, acquisition organization & maintenance of the **Northern Ontario** Catalogue and technical services support.

ONTARIO LIBRARY SERVICE - NORTH
334 Regent St
Sudbury P3C 4E2
General Inquiry (705)675-6467
Toll Free 1-800-663-7226 (Tele-Reference Service)
Toll Free 1-800-461-6348
Toll Free 1-800-461-3508 (Interloan Requests Service)
Fax (705)675-6108
Toll Free Fax 1-800-563-0581 (Tele-Reference Service)
Toll Free Fax 1-800-398-8890 (Interloan Requests Service)
9:00 - 5:00

ONTARIO LIBRARY SERVICE - NORTH OFFICES

KIRKLAND LAKE
11 Station Rd S
Kirkland Lake P2N 3H2
General Inquiry (705)567-3341
Toll Free 1-800-461-6348
Fax (705)567-9410
9:00 - 5:00

SUDBURY
334 Regent St
Sudbury P3C 4E2
General Inquiry (705)675-6467
Toll Free 1-800-461-6348
Fax (705)671-2441

THUNDER BAY
910 Victoria Ave E
Thunder Bay P7C 1B4
General Inquiry (807)626-1670
Toll Free 1-800-461-7763
Fax (807)623-4623

SOUTHERN ONTARIO LIBRARY SERVICE OFFICES
Suite 601, 151 Bloor St W
Toronto M5S 1T4
General Inquiry (416)961-1669
Toll Free 1-800-387-5765
Fax (416)961-5122

OTTAWA
Suite 310, 1900 City Park Dr
Gloucester K1J 1A3
General Inquiry (613)742-0707
Toll Free 1-800-267-2758
Fax (613)742-0712

CULTURAL POLICY BRANCH
2nd Flr, 77 Bloor St W
Toronto M7A 2R9
General Inquiry (416)314-7177
Fax (416)314-7790

The Cultural Policy Branch generates policies and strategies that promote the cultural vitality of Ontario. The branch enhances social and economic well-being by bringing a cultural focus to policies and programs across government and providing policy leadership for heritage, arts and cultural industries. It achieves its mandate through the following functions: policy development and planning in areas of arts, heritage and cultural industries; undertaking research and liaison with the cultural sector on policy issues; coordinating program reviews and transformation; inter-provincial and federal/provincial liaison; inter-ministerial and intra-ministerial liaison; providing planning and estimates support for the Culture Division; and administering the Ontario Heritage Act.

CULTURAL PROGRAMS BRANCH
2nd Flr, 77 Bloor St W
Toronto M7A 2R9
General Inquiry (416)314-7080
Fax (416)314-7091
9:00 - 5:00

The Cultural Programs Branch endeavours to encourage the arts and cultural industries and protect Ontario's heritage in order to maximize their contribution to the province's economic and social vitality. Programs are delivered by three units each responsible for different cultural sectors.

ARCHAEOLOGY AND HERITAGE PLANNING
2nd Flr, 77 Bloor St W
Toronto M7A 2R9
General Inquiry (416)314-7148
Fax (416)314-7175
Fax (519)675-7777 (London)
Fax (613)244-4282 (Ottawa)
Fax (807)623-7926 (Thunder Bay)
9:00 - 5:00

The Archaeology and **Heritage** Planning Unit performs regulatory, planning and **educational** functions related to **archaeological** and cultural resource management. These functions are outlined in the Ontario Heritage Act, and support resources **conservation** under the Planning Act and the **Environmental** Assessment Act and other pieces of legislation. The unit administers the archaeological licensing program and maintains a database of the 16,000 known archaeological sites in Ontario. Through three regional

archaeology offices, the unit assists communities and groups in identifying, conserving and managing **marine** and land-based archaeological resources, and provides technical assistance to projects that encourage education and **training** in archaeological **research** and resource conservation.

ARTS AND CULTURAL INDUSTRIES UNIT
2nd Flr, 77 Bloor St W
Toronto M7A 2R9
General Inquiry (416)314-7643
Fax (416)314-7091
9:00 - 5:00

The **Arts** and **Cultural** Industries Unit provides program and consultative services to arts organizations and to the cultural industry sector. The unit is also responsible for cultural relations with Canadian embassies and consulates. Support is available to foreign journalists and programmers visiting Ontario to view cultural programming and resources. The Arts Services Organization Program provides operating **grants** to provincial arts service organizations. The Cultural Strategic Development Fund provides support for arts, **heritage** and the cultural industries to increase self-sufficiency, improve market development and develop strategic partnerships. It administers the Ontario Trillium Book Award Program and Ontario Book Tax Credit.

HERITAGE PROPERTIES AND MUSEUMS PROGRAMS UNIT
2nd Flr, 77 Bloor St W
Toronto M7A 2R9
General Inquiry (416)314-7137
General Inquiry (416)314-7125 (Conservation Review Board)
Fax (416)314-7175
9:00 - 5:00

Heritage Properties and **Museums** Programs Unit advises other provincial ministries, **municipalities**, Local **Architectural Conservation** Advisory Committees, heritage organizations and the private sector on heritage conservation and planning, and provides technical assistance and advice on architectural conservation practices and techniques. The unit maintains a register of designated heritage properties. Specialized advisory services and **funding** assistance is provided to a wide range of heritage groups including community museums, local **historical** societies and provincial and other heritage organizations. The unit provides administrative support to the Conservation Review Board, a regulatory agency of the Ministry of Citizenship, Culture and Recreation.

SPORT AND RECREATION BRANCH
8th Flr, 77 Bloor St W
Toronto M7A 2R9
General Inquiry (416)314-7440
Fax (416)314-7458
Fax (416)314-6301
8:30-4:45

The **Sport** and **Recreation** Branch pursues its core business by: contributing to a strong provincial sport system and the development of athletic achievements in Ontario; encouraging the use of recreation to enhance individual and community quality of life;

fostering full involvement of children and **youth** in sport and recreation; and, in collaboration with the Ministry of Health and Education and Training, encouraging physical activity to respond to health risks associated with inactive lifestyles.

Services offered to the Public:
Grants to Sport, Recreation and Fitness Organizations
Sport and Recreation Provincial Programs
Support to Provincial Sport Organizations

REGIONAL AND CORPORATE SERVICES DIVISION

6th Flr, 77 Bloor St W
Toronto M7A 2R9
General Inquiry (416)314-7311
Fax (416)314-7313
8:30 - 4:45

The Regional and Corporate Services Division provides legal, financial, human resources, audit, management and administrative services, and advice to the Deputy Minister and program divisions as required, for the efficient operation of the ministry. It also provides regional support services to the ministry's program areas of culture, citizenship, and sport and recreation. This includes the coordination of specialized systems and technical support, and development and implementation of the ministry's management improvement initiatives. It executes a number of control functions and services as the ministry liaison with Management Board of Cabinet. In addition, it is the centre for organizational development and planning, French language services and workforce planning.

CORPORATE POLICY AND ORGANIZATIONAL PLANNING BRANCH

6th Flr, 77 Bloor St W
Toronto M7A 2R9
General Inquiry (416)314-6600
Fax (416)314-6566

The Corporate Policy and Organizational Planning Branch is responsible for leading the ministry's business, operational and human resource planning. The branch is also, responsible for ministry training and education services. The Organizational Planning Unit leads strategic, business and operational planning activities for the ministry; provides advice, support and leadership in ministry organizational change activities including restructuring and strategic application of technology; and coordinates division and branch level learning services events across the ministry. Internal Audit provides a range of services to the operating programs of the ministry; control and accountability issues; and advice on programs, policy, system development and review.

CORPORATE POLICY

6th Flr, 77 Bloor St W
Toronto M7A 2R9
General Inquiry (416)325-6150
Fax (416)314-6566

The Corporate Policy Unit is responsible for providing leadership, expertise and advice to the minister, senior management and the staff of the Ministry of Citizenship, Culture and

Recreation in the areas of corporate policy development, analysis and coordination within the context of government priorities.

CORPORATE RESOURCES BRANCH
4th Flr, 77 Bloor St W
Toronto M7A 2R9
General Inquiry (416)325-6136
Fax (416)325-6387
8:30 - 4:45

The Corporate Resources Branch provides budget planning, accounting and administrative support services. The Accounting and Procurement Unit processes all purchasing and financial transactions and is responsible for developing and maintaining effective reporting procedures. The Administration and Accommodations Unit provides general office services (mail, print, etc.) and facilities and asset management, forms and records management and Freedom of Information/Protection of Privacy activities. The Resources Secretariat is responsible for budget analysis and advice and financial planning.

FREEDOM OF INFORMATION/PROTECTION OF PRIVACY UNIT
3rd Flr, 77 Bloor St W
Toronto M7A 2R9
General Inquiry (416)314-7094
Fax (416)314-7722

The Freedom of Information/Protection of Privacy Unit administers the Freedom of Information and Protection of Privacy Act within the Ministry of Citizenship, Culture and Recreation. Assistance to the public in locating certain records or processing requests is available from the Freedom of Information/Protection of Privacy and Records Management Office. Services provided to the public include various bilingual publications such as a Directory of Records for provincial government institutions, a Directory of Institutions covered by the legislation and brochures explaining the freedom of information and privacy legislation.

Services offered to the Public:
Access to Information

HUMAN RESOURCES BRANCH
3rd Flr, 77 Bloor St W
Toronto M7A 2R9
General Inquiry (416)325-6078
TTY (416)325-6372
Fax (416)325-6371
8:30 - 4:45

The Human Resources Branch performs personnel functions working in an advisory capacity with line managers. The branch is responsible for human resource policies and procedures, provision of human resources information, health and safety services, employee compensation, position classification, recruitment, organizational design, redeployment, payroll and employee benefit services.

INFORMATION TECHNOLOGY BRANCH
4th Flr, 77 Bloor St W
Toronto M7A 2R9
(416)325-6100 (Help Desk)
Fax (416)325-6388

The Information Technology Branch is responsible for the effective planning and implementation of information technology to meet the business requirements of the Ministry of Citizenship, Culture and Recreation. Activities and services provided to the ministry include strategic systems and technology planning and acquisition; project management and service management of technology projects; client consultation to identify opportunities where technology will assist client business activities in multiple locations, technical support and education to ensure the ongoing and effective use of technology, and systems development including the management of corporate systems and the corporate network.

LEGAL SERVICES BRANCH
2nd Flr, 77 Bloor St W
Toronto M7A 2R9
General Inquiry (416)314-7025
Fax (416)314-7038
9:00 - 5:00

The Legal Services Branch provides legal services for the Ministry of Citizenship, Culture and Recreation and some of its agencies. Services provided include corporate and commercial law, property law, administrative law, intellectual property law, legislative interpretation and human rights law.

REGIONAL SERVICES BRANCH
8th Flr, 77 Bloor St W
Toronto M7A 2R9
General Inquiry (416)314-6685
TTY (416)314-6687
Fax (416)314-6686
8:30 - 5:00

Regional Services is the local point of contact for the delivery of citizenship, cultural, sport and **recreation** programs and services across Ontario and is comprised of 21 district and 4 management offices. Regional staff apply a **community** and organizational development approach to strengthen volunteer organizations and promote self-reliance among the ministry's community based partners. They provide advice, guidance and strategic **financial assistance** to stakeholders and support the development of linkages and networks within and across sectors. The stakeholders served by Regional Services include: **First Nations**, municipalities, community-based not-for-profit organizations, i.e., community/regional recreation and **fitness** organizations, **arts** councils/groups, ethnocultural organizations and settlement agencies. The Regional Support Services Unit facilitates regional involvement in policy development and program design/review, enabling input and feedback from across the province.

CENTRAL AREA

HAMILTON OFFICE
14th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7244
Fax (905)521-7621
8:30 - 4:45

MIDHURST OFFICE
2284 Nursery Rd
Midhurst L0L 1X0
General Inquiry (705)739-6694
Fax (705)739-6697
8:30 - 4:45

ORILLIA OFFICE
15 Matchedash St N
Orillia L3V 4T4
General Inquiry (705)325-9561
Fax (705)329-6024
8:30 - 4:45

ST CATHARINES OFFICE
9th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-3953
Toll Free French 1-800-263-2441
Fax (905)704-3955
8:30 - 4:45

TORONTO OFFICE
West Bldg
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)314-6685
Fax (416)235-4144
8:30 - 4:45

NORTHERN AREA

DRYDEN OFFICE
Ontario Govt Bldg
479 Government Rd
PO Box 3000
Dryden P8N 3B3
General Inquiry (807)223-2271
Toll Free 1-800-465-7208
Fax (807)223-6942
8:30 - 4:45

KENORA OFFICE
2nd Flr, 227 2nd St S
Kenora P9N 1G1
General Inquiry (807)468-2450
Toll Free 1-800-465-1108
Fax (807)468-2788
8:30 - 4:45

NORTH BAY OFFICE
1st Flr, 147 McIntyre St W
North Bay P1B 2Y5
General Inquiry (705)494-4182
Fax (705)494-4069
8:30 - 4:45

SAULT STE MARIE OFFICE
Roberta Bondar Place
Suite 200, 70 Foster Drive
Sault Ste Marie P6A 6V8
General Inquiry (705)945-5885
Toll Free 1-800-461-7284 (Within Area Code 705)
Fax (705)945-5931
8:30 - 4:45

SIOUX LOOKOUT OFFICE
62 Queen St
PO Box 267
Sioux Lookout P8T 1A3
General Inquiry (807)737-1018
Toll Free 1-800-529-6619
Fax (807)737-3379
8:30 - 4:45

SUDBURY OFFICE
Ontario Government Bldg
Suite 401, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-3035
Toll Free 1-800-461-4004
Fax (705)564-3043
8:30 - 4:45

THUNDER BAY OFFICE
Suite 334, 435 South James St
Thunder Bay P7E 6E3
General Inquiry (807)475-1683
Toll Free 1-800-465-6861
Fax (807)475-1297
8:30 - 4:45

TIMMINS OFFICE
Ontario Government Complex
Hwy 101 E
PO Box 3085
South Porcupine P0N 1H0
General Inquiry (705)235-1550
Toll Free 1-800-305-4442
Fax (705)235-1553
8:30 - 4:45

SOUTHEAST AREA

HUNTSVILLE OFFICE
42 King William St
Huntsville P1H 1G3
General Inquiry (705)789-4448
Fax (705)789-9533 (Accepts Messages for Muskoka District)
8:30 - 4:45

KINGSTON OFFICE
Ontario Government Bldg
Beechgrove Complex
51 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)531-5580
Toll Free 1-800-293-7543
Fax (613)531-5585
8:30 - 4:45

OTTAWA OFFICE
1st Flr, 530 Tremblay Rd
Ottawa K1G 6B7
General Inquiry (613)742-3360
Toll Free 1-800-267-9340
Fax (613)742-5300
8:30 - 4:45

PETERBOROUGH OFFICE
South Tower
2nd Flr, 300 Water St
Peterborough K9J 8M5
General Inquiry (705)755-2624
Toll Free 1-800-461-7629
Fax (705)755-2631
8:30 - 4:45

SOUTHWEST AREA

KITCHENER OFFICE
4th Flr Suite 405, 30 Duke St W
Kitchener N2H 3W5
Toll Free 1-800-265-2189
Fax (519)578-1632
8:30 - 4:30

LONDON OFFICE
2nd Flr, 659 Exeter Road
London N6A 1L3
Toll Free 1-800-265-4730
Fax (519)873-4061
8:30 - 4:30

MARKDALE OFFICE
181 Toronto St S
PO Box 496
Markdale N0C 1H0
Toll Free 1-800-265-5520
Fax (519)986-3014
8:30 - 4:30

WINDSOR OFFICE
221 Mill St
Windsor N9C 2R1
Toll Free 1-800-256-1330
Fax (519)973-1414
8:30 - 4:45

AGENCIES, BOARDS AND COMMISSIONS

ART GALLERY OF ONTARIO
317 Dundas St W
Toronto M5T 1G4
General Inquiry (416)979-6648
(416)977-0414 (Administration)
Fax (416)979-6646
Fax (416)979-6669 (Director)
Fax (416)977-8547 (Administration)
9:00 - 5:00

The **Art** Gallery of Ontario (AGO) has a permanent collection of more than 18,000 works representing Canadian art, international, **historical**, modern and contemporary art, including the largest international public collection of works by Henry Moore. Visitors may also tour The Grange, a restored historic house adjoining the gallery. The AGO offers a variety of activities such as **tours**, lectures, performances and films, as well as **educational** programs for all ages. The gallery operates an outreach program which includes artists' workshops and speakers' service to communities throughout Ontario and Canada. Other services provided by the AGO include art rental and sales, resource and activity centres (e.g., art reference **library** and **audio-visual** centre), restaurant, and gift and book shop.

BOARD OF INQUIRY (HUMAN RIGHTS CODE)
Suite 550, 150 Eglinton Ave E
Toronto M4P 1E8
General Inquiry (416)314-0004
TTY (416)314-2379
Toll Free 1-800-668-3946
TTY Toll Free 1-800-424-1168
Fax (416)314-8743
9:00 - 5:00

The Board of Inquiry is an independent, adjudicative body established under the **Human Rights** Code that receives, hears and decides Human Rights cases. The Board of Inquiry is independent of the Ontario Human Rights Commission. When a case is referred by the Commission, the Board is required to hold a hearing to decide whether a right protected by the Human Rights Code has been infringed. The Chair of the Board of Inquiry assigns one or more members to hear evidence and arguments and then decide the matter.

CONSERVATION REVIEW BOARD
2nd Flr, 77 Bloor St W
Toronto M7A 2R9
General Inquiry (416)314-7125
Fax (416)314-7175

The **Conservation** Review Board holds **hearings**, at the request of a **municipality**, if owners object to municipal designation of property for **historical** or **architectural conservation**. The board reports its findings to the municipal council. Hearings are also held for **appeals** on the Minister's designation of **archaeological** or **historic sites** or on the Minister's refusal of archaeological **licences**.

MCMICHAEL CANADIAN ART COLLECTION
10365 Islington Ave
Kleinburg L0J 1C0
General Inquiry (905)893-1121
Fax (905)893-2588
www.mcmichael.on.ca/

The McMichael Canadian **Art** Collection houses one of the most important collections of Canadian art in the world with a focus on the Group of Seven and their contemporaries, Indian, Inuit and Metis art. From the initial gift by Robert and Signe McMichael in 1965 of 200 art works, a log and fieldstone building and 100 acres of land, the McMichael Canadian Collection has expanded to over 4,000 works. It remains the only major art **museum** in Canada devoted exclusively to Canadian art.

ONTARIO ARTS COUNCIL
6th Flr, 151 Bloor St W
Toronto M5S 1T6
General Inquiry (416)961-1660
Toll Free 1-800-387-0058
Fax (416)961-7796
9:00 - 5:00

The Ontario **Arts** Council (OAC) was created in 1963. The OAC promotes and assists the development of the arts and artists in Ontario by providing **grants** to Ontario artists and arts organizations to support the production, creation, presentation and distribution of the arts in a broad range of artistic activities and **art** forms, including: arts **education**, community arts development, dance, literature, media arts, mime and puppetry, multi-disciplinary arts, **music**, theatre, touring, visual arts and crafts, **First Nations** arts activity and Franco-Ontarian arts activity. The OAC provides services to artists and arts organization to help expand their opportunities in today's marketplace. Services include conferences, trade shows and workshops, and advice on artistic distribution, marketing, administrative and fundraising activities.

ONTARIO FILM DEVELOPMENT CORPORATION
Suite 300, 175 Bloor St E
Toronto M4W 3R8
General Inquiry (416)314-6858
Fax (416)314-6876
Fax (416)928-0426 (Chair & CineFranco)
http://www.to.ontfilm.com

The Ontario Film Development Corporation (OFDC) was established in 1986 to encourage and support the province's independent film and **television** production industry. This is achieved by anchoring production in the province by providing labour based tax credits to eligible film, television and digital effects producers: the Ontario Film and Television Tax Credit, the Ontario Computer Animation and Special Effects Tax Credit and the Ontario Production Services Tax Credit. The tax credits are co-administered with the Minister of Finance. The corporation is also instrumental in attracting **international** producers to Ontario to use the province's location and production facilities. Its **Skills Development** and Marketing Initiatives department provides practical **training** opportunities for emerging Ontario filmmakers.

ONTARIO HERITAGE FOUNDATION
3rd Flr, 10 Adelaide St E
Toronto M5C 1J3
General Inquiry (416)325-5000
Fax (416)314-4930
8:30 - 5:00

The Ontario **Heritage** Foundation (OHF) is dedicated to preserving, protecting and promoting Ontario's heritage for all of us to enjoy now and for others to experience in the future. The foundation manages and, in some cases, restores provincially significant historic **buildings** and their related artifact and **archaeological** collections; provides public access and interpretive programs at its properties; and negotiates and monitors **conservation** easement agreements with owners of both **historical** buildings and natural heritage sites. The foundation also encourages efforts to document and present Ontario's multi-faceted heritage by producing general and technical **publications** and by assisting groups to erect local historical plaques. The Provincial Historical Plaques Program, which commemorates historically significant people, places, events, sites and structures, is administered by the OHF. Through natural heritage programs, the foundation protects significant natural sites.

ONTARIO HUMAN RIGHTS COMMISSION
8th Flr, 180 Dundas St W
Toronto M7A 2R9
General Inquiry (416)314-4500
General Inquiry (416)314-4528 (Information Officer - Media Contact)
General Inquiry (416)314-4522 (Public Policy and Public Education Media Contact)
Toll Free 1-800-387-9080 (Complaints, Referrals, General Inquiries)
TTY Toll Free 1-800-308-5561 (Complaints, Referrals, General Inquiries)
TTY Toll Free 1-800-309-1129 (Complaints, Referrals, General Inquiries Within 416 and 905 Area Codes)
Fax (416)314-4533
8:30 - 4:30

The Ontario **Human Rights** Commission administers and enforces the Ontario Human Rights Code, which provides for the right to equal treatment in **employment**, services, goods and facilities, contracts and **accommodation** without **discrimination** because of race, ancestry, place of origin, colour, sexual orientation, ethnic origin, **citizenship**, creed, sex, age, marital status, family status, handicap, record of **offences** (employment only) and receipt of public assistance (accommodation only). The commission implements a program of investigation and conciliation of **complaints** and **enforcement**; **public education** and consultation with **employers**, unions, etc., with a view to reducing prejudice and discrimination; and **research** into patterns of discrimination. There are ten district offices reporting to head office.

EASTERN REGION

KINGSTON
43 Beechgrove Lane
Kingston K7M 9A6
General Inquiry (613)536-7254
TTY 1-800-267-5755 (Province-Wide)
Toll Free 1-800-387-9080
Fax (613)536-7255
8:30 - 4:30

OTTAWA
Suite 401, 255 Albert St
Ottawa K1P 6A9
General Inquiry (613)232-2056
TTY (613)232-3909
Toll Free 1-800-387-9080
TTY Toll Free 1-800-308-5561
(Province-Wide)
Fax (613)239-1568

GREATER TORONTO REGION

INVESTIGATION OFFICE OF THE GREATER TORONTO REGION
7th Flr, 180 Dundas St W
Toronto M7A 2R9
General Inquiry (416)314-4540
TTY (416)326-6208 (Local Calls)
Toll Free 1-800-387-9080
TTY Toll Free 1-800-309-1129 (Within Area Codes 416 and 905)
Fax (416)314-3571
8:30 - 4:30

MEDIATION OFFICE OF THE GREATER TORONTO REGION
7th Flr, 180 Dundas St W
Toronto M7A 2R9
General Inquiry (416)326-9511 (Local Calls)
TTY (416)314-6526 (Within Area Codes 416 and 905)
Toll Free 1-800-387-9080
TTY Toll Free 1-800-308-5561
(Province-Wide)
Fax (416)326-9520 (Local Calls)
8:30 - 4:30

NORTHERN REGION

SUDBURY
Suite 206, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)670-7228
TTY (705)670-7255
Toll Free 1-800-461-6259
TTY Toll Free 1-800-308-5561
(Province-Wide)
Fax (705)670-7220
8:30-4:30

THUNDER BAY
Suite 337, 435 James St
Thunder Bay P7E 6E3
General Inquiry (807)475-1572
Toll Free 1-800-465-8996
TTY Toll Free 1-800-308-5561
(Province-Wide)
Fax (807)475-1253
8:30-4:30

TIMMINS
Suite 103, 210 Spruce St S
Timmins P4N 2M5
General Inquiry (705)268-2849
Toll Free 1-800-387-9080
TTY Toll Free 1-800-308-5561
(Province-Wide)
Fax (705)360-2017
8:30-4:30

SOUTHWEST REGION

HAMILTON
11th Flr, 119 King St W
Hamilton L8N 4Y7
General Inquiry (905)521-7457
TTY (905)546-8278
Toll Free 1-800-387-9080
TTY Toll Free 1-800-308-5561
(Province-Wide)
Fax (905)521-7738
8:30 - 4:30

LONDON
Suite 303, 231 Dundas St
London N6A 1H1
General Inquiry (519)661-6601
TTY (519)661-0544
Toll Free 1-800-387-9080
TTY Toll Free 1-800-308-5561
(Province-Wide)
Fax (519)661-6607
8:30-4:30

WINDSOR
Suite 100, 215 Eugenie St W
Windsor N8X 2X7
General Inquiry (519)973-1318
Toll Free 1-800-387-9080
TTY Toll Free 1-800-308-5561
(Province-Wide)
Fax (519)973-1374
8:30-4:30

ONTARIO SCIENCE CENTRE
770 Don Mills Rd
North York M3C 1T3
General Inquiry (416)429-4100
Fax (416)696-3167 (Development & International Marketing)
Fax (416)696-3115 (Design)
Fax (416)696-3106 (Facility Services)
Fax (416)696-3181 (Research & Planning)
Fax (416)696-3197 (Community & Education Programs)
Fax (416)696-3221 (Workplace Resources)
Fax (416)696-3135 (Director General)
Fax (416)696-3124 (Mailroom)
Fax (416)696-3189 (Exhibit Operations)
Fax (416)696-3166 (Visitor Admission)
Fax (416)696-3161 (Marketing)
http://www.osc.on.ca

The Ontario **Science** Centre offers over 800 interactive exhibits on topics ranging from the human body to the information highway, from chemistry to sport. Science demonstrations, special events and school programs add to the fun and exciting environment that inspires both adults and children to open their minds to science. New **exhibitions** for 1998 include SCREAM MACHINES: The Science of Roller Coasters (opening in July), and Masters of the Night: The True Story of Bats (opening in October). The Shoppers Drug Mart« OMNIMAX« Theatre, Ontario's first, features a state-of-the-art 24-metre domed screen with 13,000 watts of digital sound. The Theatre's giant wrap-around screen puts viewers right in the middle of a unique and totally involving film experience.

ONTARIO TRILLIUM FOUNDATION
5th Flr, 45 Charles St E
Toronto M4Y 1S2
General Inquiry (416)963-4927
Toll Free 1-800-263-2887
Fax (416)963-8781
http://www.trilliumfoundation.org
8:30 - 5:00

The Ontario Trillium Foundation is a Schedule III agency of the Ministry of Citizenship, Culture and Recreation. Trillium provides funds to **charitable** and not-for-profit organizations that benefit the community. Trillium also delivers, on behalf of the Ministry of Citizenship, Culture and Recreation, the Access Fund and Community Connections.

ROYAL BOTANICAL GARDENS
680 Plains Rd W
Burlington L7T 4H4
General Inquiry (905)527-1158
(905)527-1158x273 (Facility Rentals)
(905)527-1158x270 (Public/Education Programs Registration)
(905)527-1158x276 (Nature Interpretive Centre)
(905)527-1158x222 (Pappus Editor)
(905)527-5577 (Gardens' Shop)
(905)527-1158x225 (Group Tour Bookings)
(905)527-1158x290 (Corporate Support, Sponsorships)
(905)527-1158x229 (Membership Sales and Information)
(905)527-1158x295 (Memorials/Donations/Gifts in Kind Project Paradise)
(905)527-1158x237 (Festivals/Events Information Hotline)
(905)529-2920 (Gardens' Cafe)
(905)577-7771 (RBG Auxiliary)
(905)527-1158x246 (Library)
Toll Free 1-800-694-4769 (Garden Information Service)
Fax (905)577-0375
Fax (905)527-8734 (Director's Office)
http://www.rbg.ca

The Royal Botanical **Gardens** (RBG) is a major scientific and **research** institution located in the Hamilton/Burlington area. In its 2,700 acres, it encompasses formal outdoor gardens, areas of natural heritage significance such as Cootes Paradise, and a Mediterranean Greenhouse featuring exotic flowers and trees. **Tours** and **educational** programs are offered providing a wide variety of learning experiences in botanical studies, **horticulture**, natural history, and arts and crafts. Other public services include a **library** specializing in botany and ornamental horticulture in Ontario, **gift shop** and dining facilities open year-round.

ROYAL ONTARIO MUSEUM
100 Queen's Park
Toronto M5S 2C6
General Inquiry (416)586-5549
TTY (416)586-5550
Fax (416)586-5733 (Board of Trustees)
Fax (416)586-8044 (President and Vice-Presidents)
Fax (416)586-5649 (ROM Foundation)
Fax (416)586-8022 (Marketing Communications)
Fax (416)586-5827 (Human Resources)
Fax (416)586-5703 (Membership)
Fax (416)586-5863 (Central)

The Royal Ontario **Museum** (ROM) is the largest museum in Canada, with a collection of over six million artifacts and specimens representing arts, archaeology and natural **science**. Among many highlights, its Chinese collection is one of the finest in the world. The facility also includes the Sigmund Samuel Building, featuring Canadian decorative arts. The ROM offers a variety of activities such as special **exhibitions**, guided **tours**, performances, lectures and films, as well as **educational** programs for all ages. Extensive outreach services feature travelling exhibits, school programs and resource packages, and a speakers' bureau. Other services include specialized **libraries**, **gift shops** and a café. The museum is open to the public Monday through Sunday 10:00 a.m.- 6:00 p.m. (open until 8:00 p.m. Tuesdays) and also during Christmas and March Break school holidays. The museum offers pay-what-you-can Tuesdays, 4:30 - 8:00 p.m. and discounted admission for seniors every day.

ROM FOUNDATION
100 Queen's Park
Toronto M5S 2C6
General Inquiry (416)586-5660
Fax (416)586-5649

The ROM Foundation was incorporated as a separate legal entity by the Province of Ontario in 1992. It is governed by an independent Board of Directors. The ROM Foundation coordinates all private-sector fundraising to enhance the museum's programs, collections and research and to ensure the stability and growth of the museum's endowments.

SCIENCE NORTH
100 Ramsey Lake Rd
Sudbury P3E 5S9
General Inquiry (705)522-3700
Fax (705)522-4954 (Administration)
Fax (705)522-1283 (Exhibit)
Fax (705)522-8551 (CEO's Office)

Science North provides a stimulating bilingual learning program involving people in the relationships between science, **technology** and everyday life, with particular emphasis on the northern environment. It presents participatory exhibits and **educational** science programs based on six scientific spheres: astrosphere, atmosphere, biosphere, geosphere, humanosphere, and infosphere. Science North's attractions include a science centre, IMAX theatre, Virtual Voyages - Motion Simulator, and Big Nickel Mine. School groups participate extensively in the many programs available year-round at Science North. Other

services, open daily year-round, include a rock cavern theatre for 3-D **films**, **gift shop**, "swap shops" and dining facilities.

TVONTARIO (ONTARIO EDUCATIONAL COMMUNICATIONS AUTHORITY)
5th Flr, 2180 Yonge St
Box 200, Station R
Toronto M4T 2T1
General Inquiry (416)484-2600
Toll Free 1-800-463-6886
Fax (416)484-4234
Fax (416)484-6281 (Senior Corporate Counsel)
Fax (416)484-6285 (Communications)
www.tvo.org & www.tfo.org

Within the context of the Ontario **Educational** Communications Authority Act, the federal **Broadcasting** Act and its CRTC licences, **TVOntario** produces and distributes quality educational **television**-based programs and services to Ontarians on two networks: TVO (**English**-language) and TFO (**French**-language). TVOntario's mission is to encourage learning and understanding, extend opportunities for individual growth and help Ontarians harness technology for educational purposes, develop the skills they require to successfully participate and compete in a world of rapid change and global challenge. The organization is funded by provincial grants, supplemented by federal grants and contributions from individual viewers and private corporations, as well as revenues from sales of rights to its programs.

ACTS

Archives Act
Art Gallery of Ontario Act
Arts Council Act
Centennial Centre of Science and Technology Act
Community Recreation Centres Act
Foreign Cultural Objects Immunity from Seizure Act
George R. Gardiner Museum of Ceramic Art Act
Human Rights Code
McMichael Canadian Art Collection Act
Ministry of Citizenship and Culture Act
Ministry of Tourism and Recreation Act
Ontario Educational Communications Authority Act
Ontario Heritage Act
Parks Assistance Act
Public Libraries Act
Royal Botanical Gardens Act, 1989
Royal Ontario Museum Act
Science North Act

MINISTRY OF COMMUNITY AND SOCIAL SERVICES

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5666
http://www.gov.on.ca/CSS

The Ministry of Community and Social Services provides programs and services for: children, adults, physically and developmentally handicapped individuals and those in financial need. The Ministry of Community and Social Services, established in 1930 as the Department of Public Welfare, was formed as a result of the Ross Commission on Public Welfare. The Old Age Pensions, Mother's Allowance and Children's Aid branches, previously administered by the Provincial Secretary and the Unemployment Relief Branch from the Department of Labour, were amalgamated under the new department. In 1967, the name was changed to the Department of Social and Family Services and, in 1972, it became the Ministry of Community and Social Services. In 1974, the ministry acquired the Mental Retardation Program under the Developmental Services Act from the Ministry of Health. The children's services programs were transferred from the Ministries of Health, Correctional Services and the Attorney General.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS AND MARKETING BRANCH

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5151
Fax (416)325-5200

The Communications and Marketing Branch establishes communications and marketing policy for the ministry and develops communications and marketing strategies to ensure that the public and people who rely on the ministry's support are aware of major programs and initiatives. The branch provides communications support to the offices of the Minister and Deputy Minister. Responsibilities include liaison with the media; providing creative services such as artwork and design; producing and distributing news releases, publications and audio-visual materials; preparing speeches for senior executives, directing advertising campaigns and managing responses to correspondence received by the minister on ministry activities.

BRIEFINGS AND ISSUES UNIT

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5190
Fax (416)325-5200
8:30 - 5:00

The Briefings and Issues Unit is responsible for supporting the ministry's issues management process, coordinating social invitations and tours, and preparing information used by the minister in the House.

COMMUNITY RELATIONS/ADMINISTRATION UNIT
Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5151
Fax (416)325-5191
8:30 - 5:00

The Community Relations/Administration Unit is responsible for coordinating and providing creative services, editorial services, desktop publishing and production publications and audio-visual materials. It coordinates internal communications and provides supporting services for visiting delegations and organizes public displays. The unit also provides administrative (finance and human resources) support as well as technological support throughout the branch, as well as Internet maintenance of the ministry's web site.

CORRESPONDENCE UNIT
Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5151
Fax (416)325-5191
Fax (416)325-5192
8:30 - 5:00

The Correspondence Unit acts as a communication link between offices of the ministry and senior management by coordinating, editing and distributing correspondence written for the Minister's signature in response to incoming mail.

FRENCH LANGUAGE SERVICES
17th Flr, 56 Wellesley St W
Toronto M7A 1E9
General Inquiry (416)327-4897
Fax (416)327-0567

The French Language Services office advises the Deputy Minister and senior management on the provision of French language services within the framework of ministry programs and activities, and monitors the effective delivery of services in French. Policy proposals and implementation plans are formulated to meet ministry obligations under the French Language Services Act. The office also assists divisions and branches with implementation of the Act, liaises with francophone associations in regards to the needs and concerns of the Franco-Ontarian community, disseminates information on the availability of ministry services in French, coordinates translation of major documents as required and assists in standardization of bilingual ministry terminology. The office reports to the Deputy Minister's Office for policy and Communications and Marketing Branch for administration.

STRATEGIC COMMUNICATIONS UNIT
Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5151
Fax (416)325-5172
8:30 - 5:00

The Strategic Communications Unit provides support throughout the ministry in communications planning and research.

LEGAL SERVICES BRANCH
17th Flr, 56 Wellesley St W
Toronto M7A 1E9
General Inquiry (416)327-4900
Fax (416)327-0568

The Legal Services Branch provides legal services to the ministry, including preparation of contracts, provision of legal opinions, appearances at tribunals and court hearings, and the preparation and interpretation of statutes, regulations and other legal documents. The branch is seconded to the Ministry of Community and Social Services by the Ministry of the Attorney General.

ADM INTEGRATED SERVICES FOR CHILDREN

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)326-2800
Fax (416)325-5615

The Ministries of Community and Social Services, Health, Education and Training, and Citizenship, Culture and Recreation are working together to improve service coordination and integration at the community level. The ADM Integrated Services for Children office is responsible for designing and implementing service delivery strategies that ensure integration. The initial focus will be on children and families at risk.

BUSINESS PLANNING AND CORPORATE SERVICES DIVISION

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5595
Fax (416)325-5615

The Business Planning and Corporate Services Division is responsible for providing policy direction and support to the ministry in the areas of administrative services, comprehensive audit and review, corporate policy and intergovernmental affairs, federal/provincial cost-sharing, financial planning and analysis, forms and records management, freedom of information and protection of privacy, "greening" initiatives, human resources and information systems. The division is comprised of five branches: Comprehensive Audit and Investigations; Human Resources (including the broader public sector); Information Systems; Financial Planning and Business Management; and Corporate Policy and Intergovernmental Affairs.

COMPREHENSIVE AUDIT AND INVESTIGATION BRANCH
30th Flr, 2 Bloor St W
Toronto M4W 3V5
General Inquiry (416)314-6920
Fax (416)314-3605

The Comprehensive Audit and Investigation Branch provides reasonable assurance that the core business goals and objectives of the ministry are met with due regard for controllership, value for money, the safeguard of public assets, and the security and safety of the workforce. This is accomplished through selected, risk-based independent review of the operations of the ministry, its transfer payment and scheduled agencies, boards and commissions, and through up-front audit advice and consultation services, educational services and special investigations as required.

CORPORATE POLICY AND INTERGOVERNMENTAL AFFAIRS BRANCH
Hepburn Block
3rd Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5375
Fax (416)325-5397

The Corporate Policy and Intergovernmental Affairs Branch provides the ministry with strategic leadership in the areas of Business Planning and Allocations, Corporate Policy development, Policy Coordination and Federal/Provincial Relations. It provides the ministry with the capacity for long term planning and develops strategic policies, provincial or intergovernmental, on issues affecting the social services sector.

CORPORATE POLICY UNIT
Hepburn Block
3rd Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5381
Fax (416)325-5397
8:30 - 5:00

The Corporate Policy Unit leads the ministry's business planning and allocations (BPA) process by developing the overall BPA strategy, including the policy, financial agenda, and performance measures. It develops policy on, and coordinates the ministry's policy response to cress-cutting social policy issues.

INTERGOVERNMENTAL AFFAIRS UNIT
Hepburn Block
3rd Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5381
Fax (416)325-9759

The Intergovernmental Affairs Unit provides leadership and develops policies for the ministry on federal/provincial issues.

FINANCIAL PLANNING AND BUSINESS MANAGEMENT BRANCH
Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5104
Fax (416)325-5125

The Financial Planning and Business Management Branch is responsible for analyzing and evaluating the financial and resource implications of ministry programs; coordinating estimates preparation and multi-year financial planning; providing financial management services to ministry branches; coordinating better business practices; processing of all financial transactions, including financial administration policy; banking, expenditure payments, revenue, electronic funds transfers, financial reporting, ministry financial systems; and financial planning for the ministry and liaising with the Ministry of Finance.

PROGRAM SUPPORT AND ANALYSIS SECTION
Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5104
Fax (416)325-5125

The Program Support and Analysis Section is responsible for analyzing and evaluating the financial and resource implications of ministry programs.

HUMAN RESOURCES BRANCH
23rd Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)327-4755
TTY (416)327-4817
Fax (416)327-0561
8:30 - 5:00

The Human Resources Branch supports the implementation of corporate initiatives and the ministry's core businesses and policy priorities by providing senior management, corporate office and field staff with comprehensive human resources advice, policy direction, strategic planning, and interpretation of the collective agreement.

BUSINESS PLANNING UNIT
23rd Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)327-4755
TTY (416)327-4817
Fax (416)327-0561

The Business Planning Unit provides workforce policy and planning advice and organizational design services; employment transition support and advice, including management of the Employment Transition Support and advice, including management of the Employee Transition Support Fund; staffing and benefits policy and administration; human resources management information system support; and accommodation and facilities management services.

EMPLOYEE RELATIONS UNIT
23rd Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)327-4755
TTY (416)327-4817
Fax (416)327-0561

The Employee Relations Unit works within the areas of employee relations, Occupational Health and Safety, Workers' Compensation , **Workplace** Discrimination and Harassment Prevention and Employee Accommodation services; to develop policies and guidelines in compliance with labour legislation; to interpret and assist with labour legislation; to interpret and assistant with the administration of existing policies, procedures and collective agreements; manages Ministry's Broader Public Sector Secretariat.

HUMAN RESOURCES OPERATIONS UNIT
23rd Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)327-4755
TTY (416)327-4817
Fax (416)327-0561

The Human Resources Operations Unit provides operational human resources services to line management including staffing, classification, employee benefits and coordination of training programs for corporate office branches; human resources field coordination; CORPAY support and human resources services for the senior management group.

INFORMATION SYSTEMS BRANCH
12th Flr, 5140 Yonge St
North York M2N 6L7
General Inquiry (416)327-4000
Fax (416)327-0457

The Information Systems Branch is responsible for the development, implementation, operations, and support of the ministry's systems across several technology platforms (desktop and mainframe servers) appropriate to the ministry's structure.

MANAGEMENT INFORMATION AND PLANNING UNIT
12th Flr, 5140 Yonge St
North York M2N 6L7
General Inquiry (416)327-4000
Fax (416)327-0307

The Management Information and Planning Unit is responsible for: strategic planning for ministry data and technology initiatives, quality assurance for systems development; the ministry's Forms and Records Section; the ministry's Freedom of Information and Protection of Privacy Section; and the branch's Finance Section.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY, FORMS AND RECORDS SECTION
12th Flr, 5140 Yonge St
North York M2N 6L7
General Inquiry (416)327-4000
Fax (416)327-0307

The Freedom of Information and Protection of Privacy, Forms and Records Section provides program support to the ministry.

OPERATIONS AND SUPPORT UNIT
12th Flr, 5140 Yonge St
North York M2N 6L7
General Inquiry (416)327-4000
Fax (416)327-1517

The Operations and Support Unit is responsible for hardware and software support for the ministry, ministry local and wide-area network support, ongoing operations and ministry voice and telecommunications systems.

SOCIAL ASSISTANCE AND EMPLOYMENT UNIT
11th Flr, 5140 Yonge St
North York M2N 6L7
General Inquiry (416)327-4000
Fax (416)327-1848

The Social Assistance and Employment Unit provides support to the ministry's income maintenance and employment computer systems. The unit provides hotline support to users and is responsible for maintenance and enhancements of the systems.

CHILDREN'S SECRETARIAT

Whitney Block
4th Flr Rm 4600, 99 Wellesley St W
Toronto M7A 1E9
General Inquiry (416)326-3776
Fax (416)326-3793

The Children's Secretariat promotes a unified and coordinated approach to services and supports that champion the healthy growth and development of Ontario's children. The secretariat's activities include assessing the impacts of government policy on children; developing solutions to address children's issues across government; providing **families** with access to information about the services and resources available to them; advising Ontario's policy and program development for children; encouraging early investments in children's development to improve their success later in life; mobilizing partners in the public, private, voluntary, and community sectors to work together for Ontario's children.

CHILDREN, FAMILY AND COMMUNITY SERVICES DIVISION

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5607
Fax (416)325-5615

The Children, Family and Community Services Division is responsible for the development and design of policies for child care, children's services, community services and the aboriginal healing and wellness strategy. The division includes the Child Care and Community Services Branch, the Children's Services Branch, the Community Services Unit and the Aboriginal Healing and Wellness Strategy Unit.

ABORIGINAL HEALING AND WELLNESS STRATEGY UNIT

2nd Flr, 880 Bay St
Toronto M7A 2B6
General Inquiry (416)326-6905
Fax (416)326-7934

The **Aboriginal** Healing and Wellness Strategy (AHWS) Unit is a comprehensive approach to addressing both family violence and **health** issues in Aboriginal communities. Programs offered through AHWS are **women**'s shelters, health clinics, crisis intervention, education and prevention, **youth** treatment and other community-based initiatives. The common intent of all these programs is to enable individuals, **families** and communities to become strong, healthy and self-reliant. Phase one of the strategy concludes March 1999.

CHILD CARE AND COMMUNITY SERVICES BRANCH

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)327-4865
Fax (416)327-5349

The Child Care and Community Services Branch is responsible for policy development and program design for the program area of child care service delivery and policy development, program design and implementation planning for the program area of community-based services for adults and children.

Services offered to the Public:
Child Care

CHILD CARE UNIT

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)327-4865
Fax (416)325-5349

The **Child Care** Unit is responsible for policy development and program design to facilitate service delivery through ministry area offices. Area offices allocate **funding**, as well as monitor and license centre-based and home child care programs under the Day **Nurseries** Act. Licensed centre-based care is provided by non-profit and private operators in a variety of settings (schools, churches, public buildings, etc.). Licensed home child care agencies

recruit and train home child care providers who provide care in their homes and monitor child care arrangements. Licensed home child care programs are offered by non-profit community boards of directors, for-profit operators, municipalities and colleges. The ministry provides funding for: child care fee **subsidies** to **families** in need; wage subsidies to improve staff salaries and provider compensation levels; special needs resourcing; and child care centres. This funding is cost-shared on an 80:20 basis between the province and municipalities.

COMMUNITY SERVICES UNIT
Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)327-4950
Fax (416)327-0570

Community Services Unit is responsible for policy development, program design and implementation planning of community-based services for adults and **families**. It liaises with other units, governments and non-ministry providers. Areas of policy/program responsibility include: Violence Against **Women** Prevention Program, which supports women who are **victims** of violence and their families (shelters, crisis telephone lines, emergency transportation and community-based **counselling**); Supportive **Housing**, which provides funding to agencies providing permanent living arrangements for people with special needs who would otherwise be unable to live independently in non-profit social housing; Interpreter/Intervenor Services to assist **deaf** and deaf/blind individuals to live in the community; Aboriginal Services, corporate support for policy and implementation process for services to Aboriginal communities, federal liaison and interministry coordination, Aboriginal Healing and Wellness Strategy.

CHILDREN'S SERVICES BRANCH
Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5315
Fax (416)325-5349

The **Children**'s Services Branch develops policies and programs for services under the Child and Family Services Act, 1984, including: services for native people; licensing of children's residential care facilities; confidentiality of and access to records; use of extraordinary measures; young offender services; child **welfare** services; and treatment, intervention and primary abuse prevention services. Child Welfare Services are provided through Children's Aid Societies (CASs). Services include support, **counselling** and supervision of children and **families** in their homes, and placement and care of children in **foster** and **adoption** homes or in children's residences, by agreement with the family or by court order. Child Treatment Services, by or under the supervision of psychiatrists for severely disturbed children, may be provided through ministry-operated facilities or approved agencies in residential or non-residential programs, and usually in association with other helping professionals.

Services offered to the Public:
Child Welfare
Child and Family Intervention
Community Support Services
Young Offender Services

PROGRAM MANAGEMENT DIVISION

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5581
Fax (416)325-5432
8:30 - 5:00

The Program Management Division is responsible for the delivery of programs and services of the ministry. Reporting to the ADM, Program Management, are the Area Managers, Directors of Management Support Branch (MSB) and Developmental Services Branch (DSB). Office of Child and Family Service Advocacy also reports administratively to this Division. The MSB is the focal point for the coordination of information between field offices and head office with the exception of Developmental Services; as well as responsibility for Central Services, which includes Chaplaincy Services, adoptions, child abuse register and Crown ward reviews. The DSB is responsible for policy, program design, implementation plans and operational support for all services to people with developmental disabilities. The DSB has responsibility for direct operation of developmental services schedule 1 facilities. The Office of Child and Family Service Advocacy protects the rights and interests of children and youth.

AREA OFFICES

BARRIE AREA OFFICE (ADULTS AND CHILDREN)
2nd Flr, 34 Simcoe St
Barrie L4N 6T4
General Inquiry (705)737-1311
TTY (705)737-9601
Toll Free 1-800-461-7551
Fax (705)737-5142 (2nd Flr Area Manager/Fin & Admin, HR, Probation)
Fax (705)737-5141 (Community Programs 2nd Flr)
Fax (705)737-4197 (Income Maintenance/Vocational Rehab 1st Flr)
8:30 - 4:30

INCOME MAINTENANCE (SIMCOE COUNTY)
1st Flr, 34 Simcoe St
Barrie L4N 6T4
General Inquiry (705)737-1311
8:30 - 4:30

LOCAL OFFICES

AURORA - COMMUNITY PROGRAMS
15483 Yonge St
Aurora L4G 1P3
General Inquiry (905)727-3156
Fax (905)841-1220
Fax (905)727-4329
8:30 - 4:30

AURORA - DIRECT SERVICES
15483 Yonge St
Aurora L4G 1P3
General Inquiry (905)727-3156
8:30 - 4:30

AURORA - INCOME MAINTENANCE
15483 Yonge St
Aurora L4G 1P3
General Inquiry (905)727-3156
TTY (905)727-6927
Fax (905)841-1220
Fax (905)727-4329
8:30 - 4:30

AURORA - PROBATION SERVICES
15483 Yonge St
Aurora L4G 1P3
General Inquiry (905)727-3156
8:30 - 4:30

AURORA - VOCATIONAL REHABILITATION SERVICES
15483 Yonge St
Aurora L4G 1P3
General Inquiry (905)727-3156
8:30 - 4:30

BARRIE - PROBATION
34 Simcoe St
Barrie L4N 6T4
General Inquiry (705)737-1311
8:30 - 4:30

COLLINGWOOD - INCOME MAINTENANCE
590 Cameron St
Collingwood L9Y 2J3
General Inquiry (705)445-4461
Fax (705)445-1864
8:30 - 4:30

COLLINGWOOD - PROBATION
Unit 6, 590 Cameron St
Collingwood L9Y 2J3
General Inquiry (705)445-3301
8:30 - 4:30

MIDLAND - INCOME MAINTENANCE
478 Bay St
PO Box 398
Midland L4R 1L1
General Inquiry (705)526-3744
Fax (705)526-5926
8:30 - 4:30

MIDLAND - PROBATION
478 Bay St
PO Box 398
Midland L4R 1L1
General Inquiry (705)526-2977
8:30 - 4:30

ORILLIA - INCOME MAINTENANCE
Huronia Regional Centre Cottage C
700 Memorial Ave
PO Box 98
Orillia L3V 6H9
General Inquiry (705)325-7408
Toll Free 1-800-565-9871
Fax (705)325-0443
8:30 - 4:30

ORILLIA - PROBATION
Huronia Regional Centre Cottage C
700 Memorial Ave
PO Box 98
Orillia L3V 6H9
General Inquiry (705)325-7408
8:30 - 4:30

ORILLIA - VOCATIONAL REHABILITATION SERVICES
Huronia Regional Centre Cottage C
700 Memorial Ave
PO Box 98
Orillia L3V 6H9
General Inquiry (705)325-7408
8:30 - 4:30

VOCATIONAL REHABILITATION SERVICES
1st Flr, 34 Simcoe St
Barrie L4N 6T4
General Inquiry (705)737-1311
8:30 - 4:30

HAMILTON AREA OFFICE (ADULTS AND CHILDREN)
Ellen Fairclough Bldg
Suite 600, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7280
General Inquiry (905)521-7319 (Finance & Administration)
TTY (905)546-8276
Fax (905)546-8277 (Area Manager, Finance & Income Maintenance Review)
Fax (905)546-8284 (Direct Services/Income Maintenance)
Fax (905)521-7736 (Human Resources)
Fax (905)546-8247 (Community Programs Unit)
Fax (905)521-7565 (Systems/Probation/VRS/SARB)
8:15 - 4:30

LOCAL OFFICES

BRANTFORD - INCOME MAINTENANCE, EMPLOYMENT AND REHABILITATION PROGRAMS
3rd Flr, 38 Darling St
Brantford N3T 6A8
General Inquiry (519)756-5790
TTY (519)756-3693
Fax (519)756-2320
8:15 - 4:30

HAMILTON DIRECT SERVICES OFFICE - INCOME MAINTENANCE, REHABILITATION AND EMPLOYMENT PROGRAMS
Ellen Fairclough Bldg
Suite 600, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7280
TTY (905)546-8276
Fax (905)546-8284 (Direct Services)
Fax (905)546-8277 (Area Office)
8:15 - 4:30

HAMILTON CO-LOCATION SITE - INCOME MAINTENANCE (KING ST E)
31 King Street East
Hamilton L8N 4K3
General Inquiry (905)540-6057 (Income Maintenance)
Fax (905)540-6067
8:15 - 4:30

HAMILTON CO-LOCATION SITE - INCOME MAINTENANCE (QUEENSTON RD)
280 Queenston Rd
Hamilton L8K 1H1
General Inquiry (905)540-6338
Fax (905)540-6344 (Income Maintenance)
8:15 - 4:30

NIAGARA FALLS - INCOME MAINTENANCE, REHABILITATION AND EMPLOYMENT PROGRAMS
3rd Flr, 4701 St Clair Ave
Niagara Falls L2E 3S9
(905)357-0363 (Income Maintenance)
(905)357-1066 (Probation and Community Services)
Fax (905)357-9406
8:15 - 4:30

ST CATHARINES - INCOME MAINTENANCE, REHABILITATION AND EMPLOYMENT PROGRAMS
5th Flr, 110 James St
St Catharines L2R 6S4
General Inquiry (905)688-3022
TTY (905)688-3022
Fax (905)688-2904
8:15 - 4:30

WELLAND - INCOME MAINTENANCE, REHABILITATION AND EMPLOYMENT PROGRAMS
2nd Flr, 3 Cross St
Welland L3B 5X6
General Inquiry (905)735-6510
Fax (905)735-8042
8:15 - 4:30

PROBATION AND COMMUNITY SERVICES OFFICES

BRANTFORD
3rd Flr, 38 Darling St
Brantford N3T 6A8
General Inquiry (519)756-5790
Fax (519)756-2320
8:15 - 4:30

HAMILTON
Ellen Fairclough Bldg
8th Flr Suite 600, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7458
Fax (905)521-7565
8:15 - 4:30

NIAGARA FALLS
4701 St Clair Ave
PO Box 201
Niagara Falls L2E 6T3
General Inquiry (905)357-1066
Fax (905)357-9406
8:15 - 4:30

ST CATHARINES
2nd Flr, 110 James St
St Catharines L2R 7E8
General Inquiry (905)688-9830
Fax (905)688-8271
8:15 - 4:30

WELLAND
2nd Flr, 3 Cross St
Welland L3B 5X6
General Inquiry (905)735-6510
Fax (905)735-8042
8:15 - 4:30

Y.O.A. SECURE CARE FACILITY

ARRELL YOUTH CENTRE
320 Anchor Rd
Hamilton L8W 3R2
General Inquiry (905)574-0610
Fax (905)574-2861
8:15 - 4:30

KINGSTON AREA OFFICE (ADULTS AND CHILDREN)
11 Beechgrove Lane
Kingston K7M 9A6
General Inquiry (613)545-0539
TTY (613)536-7304
Fax (613)536-7300 (Area Manager's Office)
Fax (613)536-7272 (General)

INCOME MAINTENANCE UNIT
11 Beechgrove Lane
Kingston K7M 9A6
General Inquiry (613)536-7332

INCOME SUPPORT AND EMPLOYMENT SERVICES
Suite 103, 1055 Princess St
Kingston K7M 9A6
General Inquiry (613)536-7328

FAMILY BENEFITS ALLOWANCES UNIT 2
Suite 103, 1055 Princess St
Kingston K7L 5T3
General Inquiry (613)545-4555

VOCATIONAL REHABILITATION SERVICES
11 Beechgrove Lane
Kingston K7M 9A6
General Inquiry (613)536-7278

FAMILY BENEFITS ALLOWANCES UNIT 3
Suite 103, 1055 Princess St
Kingston K7L 5T3
General Inquiry (613)545-4371

KINGSTON LOCAL OFFICE, FAMILY BENEFITS ALLOWANCES UNIT 1
Suite 103, 1055 Princess St
Kingston K7L 5T3
General Inquiry (613)545-0539
TTY (613)544-5099
Fax (613)545-4553

LOCAL OFFICES

BANCROFT
5 Fairway Plaza
PO Box 478
Bancroft K0L 1C0
General Inquiry (613)332-2101
Fax (613)332-1559

BELLEVILLE CHILD CARE UNIT
Suite 103, 121 Dundas St E
Belleville K8N 1C3
General Inquiry (613)967-2011
TTY (613)967-2094
Fax (613)967-2009

BELLEVILLE FAMILY BENEFITS
199 Dundas St E
PO Box 816
Belleville K8N 5B5
General Inquiry (613)962-9562
TTY (613)962-2927
Toll Free 1-800-267-4355
Fax (613)966-9788

BELLEVILLE VOCATIONAL REHABILITATION SERVICES
Suite 103, 121 Dundas St E
Belleville K8N 1C3
General Inquiry (613)967-2023
TTY (613)967-2094
Fax (613)967-2009

BROCKVILLE
51 King St E
Brockville K6V 1A7
General Inquiry (613)345-1200
Fax (613)345-1332

NAPANEE
17 Market Sq
Napanee K7R 1K7
General Inquiry (613)354-9447

PERTH
PO Box 37
Perth K7H 3E7
General Inquiry (613)267-6842
Fax (613)267-5441

SHARBOT LAKE NORTH FRONTENAC
PO Box 250
Sharbot Lake K0H 2P0
General Inquiry (613)279-3151
Fax (613)279-2565

PROBATION AND COMMUNITY SERVICES OFFICES

BELLEVILLE
Suite 103, 121 Dundas St E
Belleville K8N 1C3
General Inquiry (613)967-2011
TTY (613)967-2094
Fax (613)967-2009
8:30-4:45

BROCKVILLE
Suite 202, 51 King St E
Brockville K6V 1A8
General Inquiry (613)345-1200
Fax (613)345-6360
Fax (613)345-1332

KINGSTON
11 Beechgrove Lane
Kingston K7M 9A6
General Inquiry (613)536-7267

LONDON AREA OFFICE (ADULTS AND CHILDREN)
Suite 203, 217 York St
Box 5217
London N6A 5R1
General Inquiry (519)438-5111
TTY (519)663-5276
Toll Free 1-800-265-4197
Fax (519)672-9510

LOCAL OFFICES

PROBATION SERVICES AND FAMILYBENEFITS

CLINTON - HURON COUNTY
75 Wellington St
PO Box 1150
Clinton N0M 1L0
General Inquiry (519)482-3971
Toll Free 1-800-265-3955
Fax (519)482-9760

SIMCOE - REGIONAL MUNICIPALITY OF HALDIMAND-NORFOLK
25 Kent St N
Simcoe N3Y 3S1
General Inquiry (519)426-9350
TTY (519)426-0351
Toll Free 1-800-265-8071
Fax (519)426-7909
8:30-4:45

ST THOMAS - ELGIN COUNTY
3rd Flr, 427 Talbot St
PO Box 309
St Thomas N5P 3T9
General Inquiry (519)631-3032
TTY (519)637-2217
Toll Free 1-800-561-3886
Fax (519)631-9174
8:30-4:45

STRATFORD - PERTH COUNTY
581 Huron St
Stratford N5A 5T8
General Inquiry (519)271-1530
TTY (519)271-0124
Toll Free 1-800-565-5762
Fax (519)271-9971
8:30-4:45

WOODSTOCK - OXFORD COUNTY
432 Simcoe St
Woodstock N4S 1J8
General Inquiry (519)537-5579
TTY (519)537-8429
Toll Free 1-800-461-7296
Fax (519)537-8529
8:30-4:45

REGIONAL CENTRE FOR CHILDREN AND ADOLESCENTS

CHILD AND PARENT RESOURCE INSTITUTE (CPRI)
600 Sanatorium Rd
London N6H 3W7
General Inquiry (519)471-2540
Fax (519)641-1922
Fax (519)641-1923
8:30-4:30

VOCATIONAL REHABILITATION SERVICES
3rd Flr W, 217 York St
London N6A 5R1
General Inquiry (519)438-5111x456
Fax (519)679-7079

DIRECT SERVICES (ADULTS)
3rd Flr W, 217 York St
London N6A 5R1
General Inquiry (519)438-5111x157

FAMILY BENEFITS
3rd Flr W, 217 York St
London N6A 5R1
General Inquiry (519)438-5111x150
Fax (519)672-4683

INCOME MAINTENANCE PROGRAM REVIEW UNIT
2nd Flr W, 217 York St
London N6A 5R1
General Inquiry (519)438-5111x157
Fax (519)672-9510

PROBATION SERVICES
3rd Flr W, 217 York St
London N6A 5R1
General Inquiry (519)438-5111x403
Fax (519)679-7079

Y.O.A. SECURE CARE FACILITY

MAURICE H GENEST DETENTION CENTRE FOR YOUTH
1670 Oxford St E
London N5V 3G2
General Inquiry (519)453-7070
Fax (519)451-1918

MISSISSAUGA AREA OFFICE (ADULTS AND CHILDREN)
Suite 212 2nd Flr
1140 Burnhamthorpe Rd W
Mississauga L5C 4E9
General Inquiry (905)897-3100
Toll Free 1-800-361-0897
Fax (905)896-0206
8:30 - 4:45

INCOME MAINTENANCE (FAMILY BENEFITS) -MISSISSAUGA/ BRAMPTON/ORANGEVILLE
Suite 212, 1140 Burnhamthorpe Rd W
Mississauga L5C 4E9
General Inquiry (905)897-3100
TTY (905)897-3109
Toll Free 1-800-361-0897
Fax (905)897-5129
8:30 - 4:45

LOCAL OFFICES

BURLINGTON INCOME MAINTENANCE (FAMILY BENEFITS)
Burlington Resource Centre
John St Entrance, 440 Elizabeth St
Burlington L7R 2M1
General Inquiry (905)637-4500
TTY (905)681-0720
Toll Free 1-800-567-6388
Toll Free French 1-800-361-0897
Fax (905)681-0422

VOCATIONAL REHABILITATION SERVICES (HALTON REGION)
Burlington Resource Centre
John St Entrance, 440 Elizabeth St
Burlington L7R 2M1
General Inquiry (905)637-4510
TTY (905)681-0720
Toll Free 1-800-567-6388
Fax (905)681-0422
8:30 - 4:45

ORANGEVILLE (DUFFERIN COUNTY)
51 Zina St
Orangeville L9W 1E5
General Inquiry (519)942-4859
Toll Free 1-800-567-4138
Fax (519)941-4565
8:30 - 5:00

PROBATION (YOUNG OFFENDER)

BRAMPTON
404-201 County Court Blvd
Brampton L6W 4L2
General Inquiry (905)456-3430
Toll Free 1-800-701-2814
Fax (905)874-4016
8:30 - 4:45

BURLINGTON
Unit 606-607, 2319 Fairview St
Burlington L7R 2E3
General Inquiry (905)639-5371
TTY (905)639-3304
Toll Free 1-800-461-5876
Fax (905)639-3415
8:30 - 5:00

MALTON
L L 19, 7205 Goreway Dr
Malton L4T 2T9
General Inquiry (905)677-8546
Fax (905)677-2039
8:30 - 4:45

MISSISSAUGA
Suite 212, 1140 Burnhamthorpe Rd W
Mississauga L5C 4E9
General Inquiry (905)897-3148
Fax (905)897-0925
8:30 - 4:45

OAKVILLE
c/o Halton CAS
465 Morden Rd
Oakville L6K 3W6
General Inquiry (905)842-3565
Fax (905)842-0218
8:30 - 4:30

ORANGEVILLE (DUFFERIN COUNTY)
c/o Provincial Court
10 Louisa St
Orangeville L9W 3P9
General Inquiry (519)942-1771
Fax (519)942-3035
8:30 - 4:30

SYL APPS YOUTH CENTRE
475 Iroquois Shore Rd
Oakville L6H 1M3
General Inquiry (905)844-4110
Fax (905)844-1275

SPECIAL SERVICES AT HOME - DUFFERIN/HALTON/PEEL
Suite 212, 1140 Burnhamthorpe Rd W
Mississauga L5C 4E9
General Inquiry (905)897-3147
TTY (905)897-3162
Toll Free 1-800-361-0897
Fax (905)897-0417
8:30 - 4:30

THISTLEDOWN REGIONAL CENTRE FOR CHILDREN ANDADOLESCENTS
51 Panorama Court
Rexdale M9V 4L8
(416)326-0600 (Switchboard)
Fax (416)326-9078
8:30-4:30

VOCATIONAL REHABILITATION SERVICES (PEEL/DUFFERIN COUNTY)
Suite 212, 1140 Burnhamthorpe Rd W
Mississauga L5C 4E9
General Inquiry (905)897-3100
TTY (905)897-3162
Toll Free 1-800-361-0897
Fax (905)897-0417
8:30 - 4:30

NORTH BAY AREA OFFICE (ADULTS AND CHILDREN)
621 Main St W
North Bay P1B 2V6
General Inquiry (705)474-3540
Toll Free 1-800-461-6977
Fax (705)474-5815 (Area Office)
Fax (705)474-3825 (Finance)
Fax (705)474-3830 (Administration)
Fax (705)474-3667 (Human Resources)
8:30 - 4:45

NORTH BAY DISTRICT OFFICE
621 Main St W
North Bay P1B 2V6
General Inquiry (705)474-3540
TTY (705)474-7665
Fax (705)474-3825
8:30 - 4:45

LOCAL OFFICES

BRACEBRIDGE INCOME MAINTENANCE
280 Manitoba St
PO Box 838
Bracebridge P1L 1V1
General Inquiry (705)645-8718
Toll Free 1-800-665-9718
Fax (705)645-7568
8:00-5:00

BRACEBRIDGE VOCATIONAL REHABILITATION SERVICES
280 Manitoba St
PO Box 838
Bracebridge P1L 1V1
General Inquiry (705)645-8718
Toll Free 1-800-665-9718
Fax (705)645-7568
8:00-5:00

PARRY SOUND INCOME MAINTENANCE
2 May St
Parry Sound P2A 1S2
General Inquiry (705)746-2717
Toll Free 1-800-465-4287
Fax (705)746-9232
8:30 - 4:45

PARRY SOUND VOCATIONAL REHABILITATION SERVICES
2 May St
Parry Sound P2A 1S2
General Inquiry (705)746-2717
Toll Free 1-800-465-4287
Fax (705)746-9232
8:30 - 4:45

PROBATION AND COMMUNITY SERVICES OFFICES

BRACEBRIDGE
280 Manitoba St
PO Box 838
Bracebridge P1L 1V1
General Inquiry (705)645-8718
Fax (705)645-7568

NORTH BAY
621 Main St W
North Bay P1B 2V6
General Inquiry (705)474-4616

PARRY SOUND
2 May St
Parry Sound P2A 1S2
General Inquiry (705)746-4016
Toll Free 1-800-465-8162
Fax (705)746-9232

REGIONAL CENTRE FOR CHILDREN AND ADOLESCENTS

PROJECT DARE -ADMINISTRATION
PO Box 2000
South River P0A 1X0
General Inquiry (705)386-2376x208 (After Hours)
General Inquiry (705)386-2376x200 (Business Hours)
Fax (705)386-2345

TIMMINS DISTRICT OFFICE
Ontario Government Complex
Hwy 101 E
PO Bag 3040
South Porcupine P0N 1H0
General Inquiry (705)235-1700
TTY (705)235-1786
Toll Free 1-800-461-9343 (Within Area Code 705)
Fax (705)235-1724 (Administration)
Fax (705)235-1778
8:30 - 4:45

LOCAL OFFICES

COCHRANE
Cochrane Mall
59 First St
Cochrane P0L 1C0
General Inquiry (705)272-4846
Fax (705)272-3581
8:30 - 4:45

HEARST
613 Front St
Box 2140
Hearst P0L 1N0
(705)362-5145 (Probation)
(705)362-4238 (Income Maintenance)
Fax (705)362-7515
8:30 - 4:45

KAPUSKASING
6A Ash St
Kapuskasing P5N 2C8
General Inquiry (705)335-6108
Toll Free 1-800-424-3382
Fax (705)337-5668
8:30 - 4:45

KIRKLAND LAKE
Suite 209, 10 Government Rd E
PO Box 787
Kirkland Lake P2N 3K4
General Inquiry (705)567-3391
Toll Free 1-800-461-4961
Fax (705)567-5011
8:30 - 4:45

MOOSONEE
Ontario Government Bldg
38 Revillon Rd N
Box 160
Moosonee P0L 1Y0
General Inquiry (705)336-2984
Fax (705)336-2451
8:30 - 4:45

NEW LISKEARD
Ontario Government Bldg
310 Whitewood Ave
Box 2260
New Liskeard P0J 1P0
(705)647-7447 (Income Maintenance)
(705)647-7134 (Probation Services)
Fax (705)647-5267
8:30 - 4:45

PROBATION AND COMMUNITY SERVICES OFFICES

COCHRANE
Cochrane Mall
59 First St
Cochrane P0L 1C0
General Inquiry (705)272-4846
Fax (705)272-3581

HEARST
613 Front St
PO Box 806
Hearst P0L 1N0
General Inquiry (705)362-5145
Fax (705)362-7515
8:30-4:30

KAPUSKASING
6A Ash St
PO Box 44
Kapuskasing P5N 2C8
General Inquiry (705)335-6108
Toll Free 1-800-424-3382
Fax (705)337-5668
8:30-4:45

KIRKLAND LAKE
Suite 209, 10 Government Rd E
PO Box 787
Kirkland Lake P2N 3K4
General Inquiry (705)567-3391
Fax (705)567-5011

NEW LISKEARD
Ontario Government Bldg
310 Whitewood Ave
Box 2260
New Liskeard P0J 1P0
General Inquiry (705)647-7134
Fax (705)647-5267
8:30 - 8:45

TIMMINS DISTRICT
Ontario Government Complex
Hwy 101 E
PO Bag 3040
South Porcupine P0N 1H0
General Inquiry (705)235-1700
Toll Free 1-800-461-9843
Fax (705)235-1778

NORTHERN AREA OFFICE (ADULTS AND CHILDREN)
Provincial Bldg
Suite 1002, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-6699
Toll Free 1-800-265-1222
Fax (705)564-3099
8:30-4:45

SAULT STE MARIE DISTRICT OFFICE
345 Queen St E
Sault Ste Marie P6A 1Z2
General Inquiry (705)253-2001
TTY (705)253-2091
Toll Free 1-800-263-3347
Fax (705)253-2082
8:30 - 4:45

INCOME MAINTENANCE UNIT
345 Queen St E
Sault Ste Marie P6A 1Z2
General Inquiry (705)253-2001
TTY (705)253-2091
Toll Free 1-800-825-7593
Fax (705)253-2090
8:30 - 4:45

LOCAL OFFICES

ELLIOT LAKE - INCOME MAINTENANCE
151 Ontario Ave
Elliot Lake P5A 2T2
General Inquiry (705)848-5259
Fax (705)848-4467
8:30 - 4:45

ELLIOT LAKE - PROBATION SERVICES
151 Ontario Ave
Elliot Lake P5A 2T2
General Inquiry (705)848-5259
Fax (705)848-4467
8:30 - 4:45

SAULT STE MARIE - PROBATION UNIT
345 Queen St E
Sault Ste Marie P6A 1Z2
General Inquiry (705)253-2001
Fax (705)253-2082
8:30 - 4:45

SAULT STE MARIE OBSERVATION AND DETENTION HOME
139 Pim St
Sault Ste Marie P6A 3G9
General Inquiry (705)256-5987
Fax (705)256-7033
24 Hours

VOCATIONAL REHABILITATION SERVICES
345 Queen St E
Sault Ste Marie P6A 1Z2
General Inquiry (705)253-2001
TTY (705)253-2092
Fax (705)253-2082
8:30 - 4:45

SUDBURY DISTRICT OFFICE
Provincial Bldg
Suite 601, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-8153
Toll Free 1-800-268-6119
Fax (705)564-3153
8:30-4:45

LOCAL OFFICES

CHAPLEAU
34 Birch St E
Chapleau P0M 1K0
Toll Free 1-800-567-5476
Fax (705)864-2133

ESPANOLA
Suite 1, 456 Centre St
Espanola P5E 1G8
Toll Free 1-800-567-1510 (Income Maintenance)
Fax (705)869-4041

GORE BAY
PO Box 358
Gore Bay P0P 1H0
Toll Free 1-800-567-1932

LITTLE CURRENT
15 Water St E
Little Current P0P 1X0
Toll Free 1-800-895-5894

SUDBURY - INCOME MAINTENANCE
Provincial Bldg
Suite 501, 199 Larch St
Sudbury P3E 5P9
(705)564-4515 (Automated Directory)
TTY (705)564-3233
Toll Free 1-800-461-1167
Fax (705)564-2163
8:30-4:45

PROBATION AND COMMUNITY SERVICES OFFICES

ESPANOLA
456 Centre St
PO Box 1090
Espanola P0P 1C0
Toll Free 1-800-567-4535 (Probation)
Fax (705)869-4041

SUDBURY
Suite 603, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-8153
TTY (705)564-8110
Toll Free 1-800-268-6119
Fax (705)564-3153

VOCATIONAL REHABILITATION UNIT
Provincial Bldg
Suite 603, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-8153
TTY (705)564-8110
Toll Free 1-800-268-6119
Fax (705)564-3153
8:30-4:45

THUNDER BAY OFFICE
1st Flr, 435 S James St
Thunder Bay P7E 6S9
General Inquiry (807)622-2272

THUNDER BAY DISTRICT OFFICE
1st Flr, 435 S James St
Thunder Bay P7E 6S9
General Inquiry (807)473-3130
Toll Free 1-800-465-5561
Fax (807)475-1295 (Program Management)
Fax (807)475-1475 (Direct Services)

LOCAL OFFICES

GERALDTON
208 Beamish Ave W
PO Box 1029
Geraldton P0T 1M0
General Inquiry (807)854-1840
Fax (807)854-0705

KENORA/RAINY RIVER DISTRICT OFFICE
20 Main St S
Kenora P9N 1S7
General Inquiry (807)468-2400
Toll Free 1-800-268-2970
Fax (807)468-2449 (Administration)
Fax (807)468-2499 (Income Maintenance)
Fax (807)468-2443 (Probation)
8:15 - 4:30

LOCAL OFFICES

DRYDEN
Ontario Government Bldg
479 Government Rd
PO Box 1020
Dryden P8N 3E3
General Inquiry (807)223-2241
Toll Free 1-800-565-5970
Fax (807)223-5740
8:15 - 4:30

FORT FRANCES
338 Scott St
Fort Frances P9A 1G9
General Inquiry (807)274-9846
Toll Free 1-800-668-1415
Fax (807)274-2572
8:15 - 4:30

RED LAKE
Ontario Government Bldg
PO Box 827
Red Lake P0V 2M0
General Inquiry (807)727-2174
Toll Free 1-800-265-1755
Fax (807)727-2502
8:15 - 4:30

SIOUX LOOKOUT
51 Prince St
PO Box 338
Sioux Lookout P8T 1A5
General Inquiry (807)737-3813
Toll Free 1-800-465-9204
Fax (807)737-2363
8:15 - 4:30

OTTAWA AREA OFFICE (ADULTS AND CHILDREN)
2nd 3rd 4th 5th 6th and 7th Flr
10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)234-1188
TTY (613)787-1218 (PSW/ERO/FBA, 170 Laurier Ave W)
TTY (613)787-3959 (Family Benefits Allowance)
TTY (613)787-5264 (Vocational Rehabilitation Services)
Toll Free 1-800-267-5111
Fax (613)787-3262 (CVP)
Fax (613)787-3990 (7th Flr)
Fax (613)787-4090 (6th Flr)
Fax (613)787-4096 (Family Benefits Allowance, 5th Flr)
Fax (613)787-2382 (Eligibility Review, 3rd Flr)
Fax (613)787-1223 (Parental Support, 8th Flr 170 Laurier Ave W)
Fax (613)787-1217 (Family Benefits Allowance, 8th Flr 170 Laurier Ave W)
Fax (613)787-5291 (VRS & Child Care, 4th Flr)
Fax (613)787-6001 (HR, 2nd Flr)
8:30 - 4:30

COMMUNITY SERVICES (SECTION 1)
7th Flr, 10 Rideau St
Ottawa K1N 9J1
Toll Free 1-800-267-5111
Fax (613)787-3990
8:30 - 4:30

COMMUNITY SERVICES (SECTION II)
7th Flr, 10 Rideau St
Ottawa K1N 9J1
Toll Free 1-800-267-5111
Fax (613)787-3990
8:30 - 4:30

CHILD CARE UNIT
4th Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)787-5281
Toll Free 1-800-667-6190
Fax (613)787-5291
8:30 - 4:30

DIRECT SERVICES
5th Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)787-3961
8:30 - 4:30

EMPLOYMENT PROGRAMS (ONTARIO WORKS)
4th Flr, 10 Rideau St
Ottawa K1N 9J1
Toll Free 1-800-667-6190
Fax (613)787-5291
8:30 - 4:30

FAMILY BENEFITS ALLOWANCE UNIT 1
5th Flr, 10 Rideau St
Ottawa K1N 9J1
TTY (613)787-3959
Toll Free 1-800-267-5111
Fax (613)787-4096
8:30 - 4:30

FAMILY BENEFITS ALLOWANCE UNIT 2
5th Flr, 10 Rideau St
Ottawa K1N 9J1
TTY (613)787-3959
Toll Free 1-800-267-5111
Fax (613)787-4096
8:30 - 4:30

FAMILY BENEFITS ALLOWANCE UNIT 3
8th Flr, 170 Laurier Ave W
Ottawa K1P 5V5
TTY (613)787-1218
Toll Free 1-800-461-9367
Fax (613)787-1217
8:30 - 4:30

FAMILY BENEFITS ALLOWANCE
UNIT 4
8th Flr, 170 Laurier Ave W
Ottawa K1P 5V5
TTY (613)787-1218
Toll Free 1-800-461-9367
Fax (613)787-1217
8:30 - 4:30

FAMILY BENEFITS ALLOWANCE
UNIT 5
5th Flr, 10 Rideau St
Ottawa K1N 9J1
TTY (613)787-3959
Toll Free 1-800-267-5111
Fax (613)787-4096
8:30 - 4:30

FAMILY BENEFITS ELIGIBILITY
REVIEW UNIT
3rd Flr, 10 Rideau St
Ottawa K1N 9J1
Toll Free 1-800-267-5111
Fax (613)787-3262
8:30 - 4:30

HOLISTIC INTAKE FOR SOCIAL
SERVICES
3rd Flr, 370 Catherine St
Ottawa K1N 5T5
General Inquiry (613)560-1399
Fax (613)236-0270
8:30 - 4:30

PARENTAL SUPPORT PROGRAM
8th Flr, 170 Laurier Ave W
Ottawa K1P 5V5
Toll Free 1-800-461-9367
Fax (613)787-1223
8:30 - 4:30

LOCAL OFFICES

The Ottawa Area Office is comprised of five local offices located in the cities of Ottawa, Cornwall, Hawkesbury, Pembroke and Renfrew. A satellite office is located in Barry's Bay. Each Local Office provides services to the residents of the area including FBA, VRS, Employment programs etc.

CORNWALL LOCAL OFFICE
3rd Flr, 4 Montreal Rd
Cornwall K6H 1B1
General Inquiry (613)932-3381
Toll Free 1-800-565-5374
Fax (613)933-0354 (3rd Flr FBA)
Fax (613)932-1597 (2nd Flr VRS/Special Services at Home/Admin)
8:30 - 4:30

HAWKESBURY LOCAL OFFICE
692 Main St E
Hawkesbury K6A 1B4
General Inquiry (613)632-1171
Toll Free 1-800-565-4431
Fax (613)632-6805
8:30 - 4:30

PEMBROKE LOCAL OFFICE
3rd Flr, 77 Mary St
Pembroke K8A 5V4
General Inquiry (613)735-1073
TTY (613)735-7005
Fax (613)735-6256
8:30 - 4:30

BARRY'S BAY SATELLITE OFFICE
Renfrew County Health Unit
6 Dunne St
PO Box 40
Barry's Bay K0J 2B0
General Inquiry (613)756-3506
8:30 - 4:30

RENFREW SUB OFFICE
357 Raglan St S
Renfrew K7V 1R6
General Inquiry (613)432-4886
TTY (613)432-8584
Toll Free 1-800-267-5872
Fax (613)432-9872
8:30 - 4:30

PROBATION AND COMMUNITY SERVICES OFFICES

The purpose of this ministry service for young offenders is to contribute to the protection and hence, well being of society through a combination of programs that provide security and actively support and encourage young offenders to become law-abiding citizens. Ther are a number of services, which collectively are known as Probation Services. They are as follows: Supervision of Court Orders, Court Support, Court Assessment, Case Management, Service Plan Linkage and the Open Custody Network.

CORNWALL
Suite 301, 4 Montreal Rd
Cornwall K6H 1B1
General Inquiry (613)938-1518
Fax (613)938-5052
8:30 - 4:30

HAWKESBURY
692 Main St E
Hawkesbury K6A 1B4
General Inquiry (613)632-1172
Fax (613)632-6805
8:30 - 4:30

OTTAWA
1980 Ogilvie Rd
Box 175
Gloucester K1J 9L3
General Inquiry (613)742-0722
Fax (613)742-0721
8:30 - 4:30

PEMBROKE
2nd Flr, 77 Mary St
Pembroke K8A 5V4
General Inquiry (613)735-1073
Fax (613)735-6256
8:30 - 4:30

WILLIAM E HAY CENTRE
3000 Hawthorne Rd
Ottawa K1G 5Y3
General Inquiry (613)738-7776
TTY (613)738-3823
Fax (613)738-7909
8:30 - 4:30

VOCATIONAL REHABILITATION SERVICES UNIT 1
4th Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)787-5250
TTY (613)787-5264
Toll Free 1-800-667-6190
Fax (613)787-5291
8:30 - 4:30

VOCATIONAL REHABILITATION SERVICES UNIT 2
4th Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)787-5250
TTY (613)787-5264
Toll Free 1-800-667-6190
Fax (613)787-5291
8:30 - 4:30

PETERBOROUGH AREA OFFICE (ADULTS AND CHILDREN)
178 Charlotte St
Peterborough K9J 2T8
General Inquiry (705)742-9292
TTY (705)742-7507
Fax (705)743-7998

LOCAL OFFICES

LINDSAY
Ontario Gov't Bldg
2nd Flr, 322 Kent St W
Lindsay K9V 4T7
General Inquiry (705)324-6128
Toll Free 1-800-565-3354
Fax (705)324-5244

PETERBOROUGH
178 Charlotte St
Peterborough K9J 2T8
(705)742-9292 (Automated Switchboard)
TTY (705)742-7507
Toll Free 1-800-663-8560
Fax (705)743-7998

PORT HOPE
138 Hope St N
Port Hope L1A 2P1
General Inquiry (905)885-7205
TTY (905)885-9269
Fax (905)885-4843

WHITBY
1400 Hopkins St
Whitby L1N 2C3
TTY (905)665-1030 (General Inquiry)
Fax (905)665-1050

INCOME MAINTENANCE
UNIT 1 400 Hopkins St
Whitby L1N 2C3
General Inquiry (905)576-9001

PROBATION AND COMMUNITY SERVICES OFFICES

AJAX
Unit 13, 467 Westney Rd S
Ajax L1S 6V8
General Inquiry (905)683-1250
8:30-4:45

LINDSAY
322 Kent St W
PO Box 7000
Lindsay K9V 5E5
General Inquiry (705)324-6128
Fax (705)324-5244

PETERBOROUGH
178 Charlotte St
Peterborough K9J 2T8
General Inquiry (705)742-9292
TTY (705)742-7507
Fax (705)743-7998

PORT HOPE
138 Hope St N
Port Hope L1A 2P1
General Inquiry (905)885-9263
TTY (905)885-9269
Fax (905)885-4843

WHITBY
1400 Hopkins St
Whitby L1N 2C3
General Inquiry (905)665-1030

TORONTO AREA OFFICE (ADULTS AND CHILDREN)
8th Flr, 2195 Yonge St
Toronto M7A 1G1
General Inquiry (416)325-0500
Fax (416)325-0541

CHILDREN'S SERVICES UNIT
9th Flr, 2195 Yonge St
Toronto M7A 1G1
General Inquiry (416)325-0500
Fax (416)325-5735

CHILD CARE PROGRAMS
9th Flr, 2195 Yonge St
Toronto M7A 1G1
General Inquiry (416)325-0651

CHILDREN'S PROGRAMS
9th Flr, 2195 Yonge St
Toronto M7A 1G1
General Inquiry (416)325-0582

PROBATION SERVICES

ETOBICOKE
Suite 300, 5464 Dundas St W
Etobicoke M9B 1B4
General Inquiry (416)314-3832
Fax (416)314-3842

NORTH YORK
Unit 6b, 3200 Dufferin St.
Toronto M6A 2T3
General Inquiry (416)314-6444
Fax (416)314-6461
8:30 - 4:45

SCARBOROUGH
2nd Flr, 2500 Lawrence Ave E
Scarborough M1P 2R7
General Inquiry (416)314-8400
Fax (416)314-8399

TORONTO
2nd Flr, 387 Bloor St E
Toronto M4W 1H7
General Inquiry (416)314-8550
Fax (416)314-8560

YOUTH COURT
Rm 145, 311 Jarvis St
Toronto M5B 2C4
General Inquiry (416)325-5801
Fax (416)326-0693
8:30 - 4:45

YORK DETENTION CENTRE
354 George St
Toronto M5A 2N3
General Inquiry (416)314-0710
Fax (416)314-0718
Fax (416)314-2359 (Superintendent's Office)

YOUNG OFFENDER SERVICES
9th Flr, 2195 Yonge St
Toronto M7A 1G1
General Inquiry (416)325-0610
Fax (416)325-5736

SOCIAL ASSISTANCE AND EMPLOYMENT UNIT
7th Flr, 2195 Yonge St
Toronto M7A 1G1
General Inquiry (416)325-0680
Fax (416)325-1983

LOCAL OFFICES

1500 ROYAL YORK ROAD
1500 Royal York Rd
Etobicoke M9P 3B6
General Inquiry (416)314-6262
TTY (416)314-9052
Fax (416)314-3647
8:30-4:45

1870 WILSON AVENUE
1870 Wilson Ave
North York M9M 1A5
General Inquiry (416)325-5900
TTY (416)325-5846
Fax (416)325-5901 (Income Maintenance)
Fax (416)325-5946 (Administration)

252 PARLIAMENT STREET
252 Parliament St
Toronto M5A 3A4
General Inquiry (416)314-5000
TTY (416)314-9056
Fax (416)314-5001

47 SHEPPARD AVENUE EAST
7th Flr, 47 Sheppard Ave E
North York M2N 5X5
General Inquiry (416)314-6514
Fax (416)314-6769 (Income Maintenance)
Fax (416)314-6649 (Administration)
8:30-4:45

710 PROGRESS AVENUE
Unit 1, 710 Progress Ave
Scarborough M1H 2X3
General Inquiry (416)314-9066
TTY (416)314-9121
Fax (416)314-8569
8:30-4:45

770 BIRCHMOUNT ROAD
Unit 30, 770 Birchmount Rd
Scarborough M1K 5H3
General Inquiry (416)325-0123
TTY (416)325-0503
Fax (416)325-0175

815 DANFORTH AVENUE
2nd Flr, 815 Danforth Ave
Toronto M4J 1L2
General Inquiry (416)314-5700
TTY (416)314-5701
Fax (416)314-3843
8:30-4:45

90 SHEPPARD AVENUE EAST
90 Sheppard Ave E
Toronto M2N 3A1
General Inquiry (416)314-9251
Fax (416)314-1962 (Administration)

VOCATIONAL REHABILITATION SERVICES
3rd Flr, 2195 Yonge St
Toronto M7A 1G1
General Inquiry (416)325-0200
TTY (416)314-5701
TTY (416)325-9650
Fax (416)325-9649

WATERLOO AREA OFFICE (ADULTS AND CHILDREN)
Waterloo Town Square
5th Flr, 75 King St S
Waterloo N2J 1P2
General Inquiry (519)886-4700x213
(519)886-4222x213 (Voicemail System)
TTY (519)886-8304
Toll Free 1-800-441-9820 (Province-Wide)
Fax (519)885-1580 (5th Floor - FBA, HR, OAM, Community Programs)
Fax (519)886-8997 (4th Floor - FBA, VRS, Probation)
8:30 - 4:45

INCOME MAINTENANCE UNIT
Waterloo Town Square
4th Flr, 75 King St S
Waterloo N2J 1P2
General Inquiry (519)886-4700
(519)886-4222 (Voicemail System)
TTY (519)886-8304
Toll Free 1-800-441-9820 (Province-Wide)
Fax (519)886-8997
8:30 - 4:45

LOCAL OFFICES

CAMBRIDGE
150 Main St
Cambridge N1R 8H6
General Inquiry (519)623-1230
TTY (519)623-6593
Fax (519)623-4752
8:30 - 4:30

GUELPH
Wellington Plaza
86 Gordon St
Guelph N1H 4H6
General Inquiry (519)822-7500
(519)822-8330 (Voicemail System)
TTY (519)822-1561
Toll Free 1-800-833-9951
(Province-Wide)
Fax (519)837-0789
8:30 - 4:45

OWEN SOUND - DIRECT SERVICES UNIT
945 3rd Ave E
PO Box 697
Owen Sound N4K 5R4
General Inquiry (519)376-1951
(519)376-8191 (Voicemail System)
TTY (519)376-3307
Toll Free 1-800-567-8929
(Province-Wide)
Fax (519)376-4544
8:30 - 4:45

OWEN SOUND COMMUNITY SERVICES UNIT
945 3rd Ave E
Owen Sound N4K 5R4
General Inquiry (519)376-1951
(519)376-8191 (Voicemail System)
Toll Free 1-800-567-8929
(Province-Wide)
Fax (519)376-4254
8:30-4:45

WALKERTON - PROBATION AND COMMUNITY SERVICES OFFICE
12 Colborne St
Walkerton N0G 2V0
General Inquiry (519)881-0977
8:30-4:45

PROBATION UNIT
Waterloo Square
4th Flr, 75 King St S
Waterloo N2J 1P2
General Inquiry (519)886-4700
(519)886-4222 (Voicemail System)
TTY (519)886-8304
Toll Free 1-800-441-9820
(Province-Wide)
Fax (519)886-8997
8:30 - 4:45

VOCATIONAL REHABILITATION SERVICES
Waterloo Square
4th Flr, 75 King St S
Waterloo N2J 1P2
General Inquiry (519)886-4700
(519)886-4222 (Voicemail System)
TTY (519)886-8304
Toll Free 1-800-441-9820
(Province-Wide)
Fax (519)886-8997
8:30 - 4:45

WINDSOR AREA OFFICE (ADULTS AND CHILDREN)
Ontario Government Bldg
1st Flr, 250 Windsor Ave
Windsor N9A 6V9
General Inquiry (519)254-1651
TTY (519)254-3911 (Windsor)
TTY (519)352-6008 (Chatham)
TTY (519)337-4804 (Sarnia)
Fax (519)255-1152
8:30 - 4:30

INCOME MAINTENANCE
Ontario Government Bldg
2nd Flr, 250 Windsor Ave
Windsor N9A 6V9
General Inquiry (519)254-1651
TTY (519)254-4850
Fax (519)255-7976
8:30 - 4:30

LOCAL OFFICES

CHATHAM
2nd Flr, 48 Fifth St S
Chatham N7M 4V7
General Inquiry (519)352-5040
Fax (519)352-2813
8:30 - 4:30

SARNIA
720 Christina St N
Sarnia N7V 3C2
General Inquiry (519)337-3735
TTY (519)337-4804
Toll Free 1-800-663-7633
Fax (519)337-7122
8:30 - 4:30

PROBATION SERVICES
6th Flr, 250 Windsor Ave
Windsor N9A 6V9
General Inquiry (519)254-1651
Fax (519)254-36918:30 - 4:30

VOCATIONAL REHABILITATION SERVICES
Ontario Government Bldg
6th Flr, 250 Windsor Ave
Windsor N9A 6V9
General Inquiry (519)254-1651
TTY (519)254-3911
Fax (519)254-3691
8:30 - 4:30

DEVELOPMENTAL SERVICES BRANCH
Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)327-4954
Fax (416)325-5554

The Developmental Services Branch is responsible for identification and development of policy in the area of developmental services, support to program delivery at the Area Office level and management of 5 directly operated Schedule 1 facilities for people with developmental disabilities. The branch provides leadership in the area of developmental services, working with other ministries in the provincial government, other levels of government and service delivery agents.

FACILITIES FOR PEOPLE WITH A DEVELOPMENTAL DISABILITY

Residential, treatment and **training** programs and services for developmentally **disabled persons** are delivered through 6 provincially operated (Schedule 1) facilities. The Facilities for People with a Developmentaly Disability are curently involved in a downsizing and closure initiative. Three facilities will close by March 1999. The other three facilities will reduce their combined population by 550 residents. Residents now residing in these facilities are being provided with opportunities to live within the community. Facilities directly operated by the ministry, showing a closure date where appropriate are: The Adult Occupational Centre in Edgar (1999); The Huronia Regional Centre in Orillia; The Southwestern Regional Centre in Blenheim; The Midwestern Regional Centre in Palmerston (1998); Prince Edward Heights in Picton (1999) and Rideau Regional Centre in Smith's Falls.

ADULT OCCUPATIONAL CENTRE - EDGAR
PO Box 12000
Barrie L4M 4W3
General Inquiry (705)728-6910
Fax (705)728-4538 (Bldg 16)
Fax (705)726-2052 (Bldg 4)
Fax (705)728-2730 (Human Resources)
8:30 - 4:30

HURONIA REGIONAL CENTRE - ORILLIA
700 Memorial Ave
PO Box 1000
Orillia L3V 6L2
General Inquiry (705)326-7361
Fax (705)326-5269 (Administration)
Fax (705)326-2606 (Purchasing)
Fax (705)326-3445 (Human Resources)
8:15 - 4:30

MIDWESTERN REGIONAL CENTRE - PALMERSTON
PO Box 400
Palmerston N0G 2P0
General Inquiry (519)343-2015

PRINCE EDWARD HEIGHTS - PICTON
204 Kingsley Rd
PO Box 440
Picton K0K 2T0
General Inquiry (613)476-2104
Fax (613)476-6857 (Admin & HR)
Fax (613)476-2694 (Business Office, Purchasing, Payroll)

RIDEAU REGIONAL CENTRE - SMITHS FALLS
PO Box 2000
Smiths Falls K7A 4T7
General Inquiry (613)284-0123
Fax (613)283-3463 (Administrator)
Fax (613)284-0279 (Director, Client Services - Clinical Lead)
Fax (613)284-8068 (Director, Employee Services)
8:15 - 4:30

SOUTHWESTERN REGIONAL CENTRE
RR 1
Blenheim N0P 1A0
General Inquiry (519)676-5431
General Inquiry (519)676-6000
Fax (519)676-5836
24 Hours

MANAGEMENT SUPPORT BRANCH
Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5440
Fax (416)325-5500
8:30 - 5:00

The Management Support Branch is the focal point for the collection and distribution of information between field offices and head office. The branch ensures that field office activity is consistent with ministry priorities. The branch provides delivery of some province-wide services, where branch staff support the management of ministry programs and resources by working with program staff in area offices. The branch includes the following units: coordination of **child care** and **community** services; children's services; social assistance and **employment**; human resources; finance and information technology; organizational development; chaplaincy services; adoptions; adoption disclosure; private and international adoptions; child abuse register; crown ward reviews; and administration support to boards and commissions.

CENTRAL SERVICES UNIT
24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)327-4730
Fax (416)327-0573
8:30 - 4:45

The Central Services Unit provides provincial management/coordination of direct services as legislated by the Child & Family Services Act pertaining to **Adoption** (Private and International), Adoption Disclosure, Crown Ward Review, Child Abuse Register, maintenance and retention of adoption and Crown Ward **records**, Chaplaincy Services and support to 3 Boards (Child & Family Services Review, Custody Review and Soldier's Aid Commission).

Services offered to the Public:
Adoptions Disclosure Register
Child Abuse Register
Youth Corrections Program

ADOPTION DISCLOSURE SECTION
24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)327-4730
Fax (416)327-0573
8:30 - 5:00

The **Adoption** Disclosure Section provides a mechanism and process for the sharing of non-identifying and identifying information to adults who were adopted in Ontario and specific birth relatives.

CHAPLAINCY SERVICES ONTARIO
24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)327-4730
Fax (416)326-6867
8:30 - 5:00

Chaplaincy Services Ontario, through its structure and relationship to Government and the Ontario Multifaith Council on Spiritual and Religious Care (OMCSRC), coordinates and develops effective spiritual and religious care in Schedule I facilities, and where requested or appropriate, in community programs and/or transfer payment agencies.

CHAPLAINCY SERVICES, ADULT CORRECTIONS
2nd Flr, 34 Simcoe St
Barrie L4N 6T4
General Inquiry (705)737-1311
Fax (705)737-5141
8:30 - 5:00

CHAPLAINCY SERVICES, LONG TERM CARE AND MENTAL HEALTH
24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)326-6859
Fax (416)326-6867
8:30 - 5:00

CHAPLAINCY SERVICES, YOUNG OFFENDERS, DEVELOPMENTAL SERVICES AND THE CSO/OMCSRC RESOURCE CENTRE
Suite 1, 3570 King St E
Kitchener N2A 2W1
General Inquiry (519)894-8309
Fax (519)894-8330
8:30 - 5:00

NORTHEASTERN ONTARIO
Suite 603, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-8153
Fax (705)564-3153
8:30 - 5:00

NORTHWESTERN ONTARIO
Suite 218, 105 May St N
Thunder Bay P7C 3N9
General Inquiry (807)622-3811
Fax (807)622-3686

SOUTHERN AND EASTERN ONTARIO
879 Princess St
Kingston K7L 1G7
Toll Free 1-800-667-1062
Fax (613)548-6774
8:30 - 5:00

WESTERN ONTARIO
600 Sanatorium Rd
London N6H 3W7
General Inquiry (519)473-6417
Fax (519)473-0411
8:30 - 5:00

CHILD ABUSE REGISTER SECTION
24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)327-4680
Fax (416)327-0558
8:30 - 4:45

The Child **Abuse** Register protects the best interests of the **children** by maintaining **records** of verified abuse cases and sharing information with Children's Aid Societies (CAS) investigating reported cases of abuse.

CROWN WARD REVIEW SECTION
24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)327-4730
Fax (416)327-0573
8:30 - 5:00

The **Crown Ward** Review Section ensures the well being of the province's wards by annually reviewing case records and interviewing **children**.

PRIVATE AND INTERNATIONAL ADOPTIONS SECTION
24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)325-9630
Fax (416)327-0573
8:30 - 5:00

The Private and **International Adoption**s Section monitors and regulates the Ontario system of private and international adoption for the benefit of children, birth parents and adoptive parents.

CHILD CARE AND COMMUNITY SERVICES UNIT
Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5440
Fax (416)325-9631
8:30 - 5:00

The Child Care and Community Services Unit is responsible for providing program support within the Program Management Division, identifying and resolving issues and monitoring program delivery.

CHILDREN'S SERVICES UNIT
Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5440
Fax (416)325-9631
8:30 - 5:00

The Children's Services Unit is responsible for providing children's services support within the Program Management Division, identifying and resolving issues and monitoring program delivery.

FINANCE, INFORMATION AND TECHNOLOGY UNIT
Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5440
Fax (416)325-5500
8:30 - 5:00

The Finance, Information and Technology Unit coordinates information requests, supports information and technology planning and implementation and analyses the financial impact of program decisions on the Program Management Division.

HUMAN RESOURCES UNIT
Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5440
Fax (416)325-5500
8:30 - 5:00

The Human Resources Unit provides leadership and strategic management of human resources for the Program Management Division. Strategic advice and coordination is provided to support the Assistant Deputy Minister, Program Management Division, as well as the corporate offices, area offices and facilities within the division.

ORGANIZATIONAL DEVELOPMENT UNIT
Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5440
Fax (416)325-5500
8:30 - 5:00

The Organizational Development Unit provides organizational support within the Program Management Division on cross-cutting issues and support to divisional decision-makers.

SOCIAL ASSISTANCE AND EMPLOYMENT UNIT
25th Flr, 2 Bloor Street West
Toronto M7A 1E9
General Inquiry (416)325-5470
Fax (416)327-1963
8:30 - 5:00

The Social Assistance and Employment Unit is responsible for providing program support and training within the Program Management Division, identifying and resolving issues and monitoring program delivery. Client Information and Support Services responds to requests from clients for information about social assistance and about services provided by ministry.

CLIENT INFORMATION AND SUPPORT SERVICES OFFICE
Macdonald Block
Rm M1-56, 77 Wellesley St W
Toronto M7A 1E9
General Inquiry (416)325-5666
Toll Free 1-800-665-6129 (Client Information and Support Services)
Toll Free 1-888-789-4199 (Province-Wide)
Fax (416)325-8207
8:30 - 5:00

Client Information and Support Services responds to requests from clients in the areas of **social assistance** (General **Welfare** and Family Benefits) and also requests for general information regarding services provided by the Ministry of Community & Social Services.

PROVINCIAL TRAINING FOR SOCIAL ASSISTANCE SECTION
4th Flr, 90 Sheppard Ave E
North York M2N 3A1
General Inquiry (416)325-5472
Fax (416)325-9118
8:30 - 5:00

The Provincial Training For Social Assistance Section is responsible for provincial coordination and management of training product development and delivery to support the Social Assistance and Employment programs. Support and consultation is provided across other programs dependent upon the need and time availability. Our customers include Provincial, Municipal, First Nation staff and management.

OFFICE OF CHILD AND FAMILY SERVICE ADVOCACY (ADVOCACY OFFICE)

2nd Flr, 2195 Yonge St
Toronto M7A 1G2
General Inquiry (416)325-5669
Other 1-800-855-0511 (Bell Relay Service - BRS)
TTY (416)325-9756 (Bell Relay Service)
Toll Free 1-800-263-2841
Fax (416)325-5681
Advocacy@Idirect.com
8:30 - 4:45

The Office of Child and Family Service Advocacy (Advocacy Office) protects the rights and interests of **children**, **youth** and **families** receiving or seeking services provided by the Ministry of Community and Social Services, Ministry of Solicitor General and Correctional Services (Young **Offenders** Phase 2), Ministry of Education and Training (resedential schools). Advocates mediate complaints, negotiate with service providers, government officials in the community; identify systemic problems affecting youth; advise ministries of gaps in service delivery.

Services offered to the Public:
Office of Child and Family Service Advocacy

PROVINCIAL-MUNICIPAL SERVICES REALIGNMENT SOCIAL & COMMUNITY HEALTH SERVICES IMPLEMENTATION PROJECT

12th Flr, 56 Wellesley St W
Toronto M7A 1E9
General Inquiry (416)325-5344
Fax (416)325-5423
8:00 - 5:00

The Provincial-**Municipal** Services Realignment Social and Community Health Services Implementation Project is responsible for facilitating the transfer of Who Does What provincial/municipal responsibilities and achieving a more integrated and efficient delivery of social and community health services at the municipal level.

SOCIAL ASSISTANCE AND EMPLOYMENT OPPORTUNITIES DIVISION

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5421
Fax (416)325-5424

The Social Assistance and Employment Opportunities Division is responsible for the development of policies and programs, and implementation planning in the area of social assistance and employment opportunities. It supports reform of the social assistance system. The division includes the Social Assistance Programs Branch; Ontario Works Branch; Business and Technology Integration Branch; Social Assistance Transformation Secretariat; and the Ontario Disabilities Support Program Branch.

BUSINESS AND TECHNOLOGY INTEGRATION BRANCH
6th Flr, 880 Bay St
Toronto M7A 2B6
General Inquiry (416)327-0000
Fax (416)327-1404 (Quality Risk and Knowledge Management)
Fax (416)327-4400 (Change Management)
Fax (416)327-1412 (Technology Architecture)
Fax (416)326-8098 (Director's Office)

The Business and Technology Integration Branch is responsible for implementing a strategy to update the social assistance information and technology systems in the ministry.

ONTARIO WORKS BRANCH
Rm 434 4th Flr, 880 Bay St
Toronto M7A 2B6
General Inquiry (416)326-8205
Fax (416)326-9777

The Ontario Works Branch undertakes policy analysis and program development to support the ministry's Ontario Works program.

SOCIAL ASSISTANCE PROGRAMS BRANCH
Hepburn Block
3rd Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5255
Fax (416)325-5266
9:00 - 5:00

The **Social Assistance** Programs Branch ensures that a responsive system of **financial assistance** enables eligible persons in financial need to obtain allowances and benefits, as provided for in legislation. Social Assistance Programs include Family Benefits (FBA), Ontario Works (OW) and Ontario Disability Support Program (ODSP).

INFORMATION SHARING AND FRAUD CONTROL UNIT
Hepburn Block
3rd Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)326-8200
Fax (416)326-6610
8:00 - 5:00

The Information Sharing and Fraud Control Unit provides corporate level support to **social assistance** fraud control initiatives. It is responsible for the operation of the **Welfare** Fraud Hotline, the development of information sharing agreements, the monitoring of fraud control activities and the provision of consultation and support services for field offices.

OPERATIONAL POLICY UNIT
Hepburn Block
3rd Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5255
Fax (416)325-5266
8:30 - 4:45

The Operational Policy Unit is responsible for reviewing and participating in the development of Cabinet and Ministry of Finance submissions; participating with the Corporate Policy and Intergovernmental Affairs Branch on wider ministry policy issues; writing briefing notes; working on contentious policy issues involving interdivisional, interministerial and intergovernmental responsibillities; and participating in ministry networks, project development with other branches and liaising with Program Management Division ensuring that implementable policies are developed.

PROGRAM AND ACCOUNTABILITY UNIT
Hepburn Block
3rd Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5255
Fax (416)325-5266
8:30 - 4:45

The Program and Accountability Unit is responsible for ensuring that necessary program changes are made so that programs continue to meet the needs of recipients and reflect government direction. It offers support to the deliverers of the program, and promotes consistency in interpretation of legislation and policies. The unit is also responsible for developing a monitoring process for Social Assistance Programs in the province. As well, the unit must ensure that monitoring is conducted in a consistent manner, and that information is provided, as required, to the Director.

STATISTICS AND ANALYSIS UNIT
Hepburn Block
3rd Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5255
Fax (416)325-5266
8:30 - 4:45

The Statistics and Analysis Unit is responsible for multiyear social assistance caseload and expenditure forecasting, social assistance statistical information, monthly caseload data, quality control and reconciliation of municipal data, research and in-depth analysis of social assistance and labour market trends.

AGENCIES, BOARDS AND COMMISSIONS

CHILD AND FAMILY SERVICES REVIEW BOARD
24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)327-4673
Fax (416)327-0558

The Child and Family Services Review Board provides an **appeal** mechanism under the Child and Family Services Act (CFSA) and Day **Nurseries** Act (DNA). The board makes specific decisions on the residential placement of **children**; refusal of placement by private **adoption** licensees; refusal, revocation, non-renewal, suspension or contested terms and conditions on **licences** for children's residences, adoption placement, day nurseries and private home daycare; refusal to disclose adoption information; and applications for the release of children from emergency secure treatment facilities. The board operates independently.

CUSTODY REVIEW BOARD
24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)327-4673
Fax (416)327-0558

The Custody Review Board reviews placements and may hold **hearings** at the request of young persons in custody. The board operates jointly with the Ministry of the Solicitor General and Correctional Services. The board operates independently.

SOCIAL ASSISTANCE REVIEW BOARD
7th Flr, 1075 Bay St
Toronto M5S 2B1
General Inquiry (416)326-5104
Toll Free 1-800-387-5655
Fax (416)326-5135

The **Social Assistance** Review Board is an independent body that holds province-wide **hearings** of **appeals** by individuals regarding decisions on General **Welfare** Assistance (GWA), **Vocational Rehabilitation** Services (VRS) and Family Benefits (FBA).

SOLDIERS' AID COMMISSION OF ONTARIO
24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)327-4674
Fax (416)327-0558

The Soldiers' Aid Commission of Ontario provides in exceptional circumstances, emergency aid to eligible World Wars I, II and the Korean War **veterans** who have exhausted all other sources of funds.

ACTS

Charitable Institutions Act
Child and Family Services Act
Day Nurseries Act

Developmental Services Act
District Welfare Administration Boards Act
Family Benefits Act
General Welfare Assistance Act
Homes for Retarded Persons Act
Indian Welfare Services Act
Ministry of Community and Social Services Act
Ontario Disability Support Program Act
Ontario Works Act
Social Assistance Reform Act
Soldiers' Aid Commission Act
Vocational Rehabilitation Services Act

MINISTRY OF CONSUMER AND COMMERCIAL RELATIONS

250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8555
TTY (416)326-8566
Toll Free 1-800-268-1142
http://www.ccr.gov.on.ca

This Ministry promotes a fair, safe and informed marketplace which supports a competitive economy in Ontario. The ministry sets standards of conduct for businesses and public safety standards for certain kinds of equipment; licences businesses; promotes consumer rights; investigates questionable business practices; takes enforcement measures when necessary; and registers vital statistics such as births, deaths, marriages and changes of names, land transfers and ownerships, and personal property other than land. The Alcohol and Gaming Commission regulates beverage alcohol and ensures casino and charity gaming is conducted with honesty, integrity and in the public interest. The Ontario Film Review Board classifies films and videos; the Ontario Racing Commission regulates horse racing; the Office of the Athletics Commissioner sanctions all boxing and wrestling events; and the Commercial Registration Appeal Tribunal holds public hearings of appeals related to 19 legislative acts.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS SERVICES BRANCH

35th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8525
Fax (416)326-8543
Fax (416)326-8387
8:30 - 5:00

The Communications Services Branch presents the ministry as an organization that promotes a fair, safe and informed marketplace which supports a competitive economy in Ontario; and advances knowledge about the ministry's program responsibilities for setting standards and compliance processes which make it attractive for businesses (domestic and international) to invest in Ontario. The News and Information Section assists the programs and divisions in developing strategic communications plans; it informs the public, client groups and media of the ministry's activities through issuing news releases, preparing speeches and statements, producing and distributing newsletters, brochures and other publications. The General Inquiry Unit offers a bilingual 24-hour automated-voice system providing information on ministry programs. Information officers are available between 8:30 a.m. and 4:30 p.m.

Services offered to the Public:
General Inquiry Unit

LEGAL SERVICES
Eaton Tower
33rd Flr, 250 Yonge St
Toronto M5B 2N5
(416)314-5180 (Property Law)
(416)314-5180 (Personal Property Security Registration)
(416)314-5180 (Real Property Registration)
(416)326-8455 (Business Practices)
(416)314-5182 (Company Law)
Fax (416)326-8456
Fax (416)314-5179
8:30 - 5:15

Legal Services Branch provides legal services to the ministry on the interpretation of consumer and commercial statutes and regulations, and the preparation and review of proposed legislation and regulations. The office also carries out civil litigation and prosecutions under ministry legislation. Particular areas for which legal services are responsible to the ministry include real property and personal property registration, companies law, trade, liquor and gaming, technical standards and business practices.

BUSINESS DIVISION
33rd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8578
Fax (416)325-6192
8:30 - 5:00

The Business Division constitutes three areas: Market Place Standards and Services Branch promotes **consumer** education and awareness, establishes marketplace standards, monitors and enforces business compliance through measured regulatory intervention, and is responsible for the Theatres Section and Athletics Commission and the registration and renewals of bailiffs, consumer reporting agencies, **collection agencies** and **cemeteries**. The branch's Liaison Unit coordinates ministry activities pertaining to self-management in partnership with the Ontario Motor Vehicle, Real Estate, and Travel Industry Councils of Ontario and the Technical Standards Safety Authority. The Companies Branch registers and licenses corporations, sole proprietorships, partnerships, and makes available current accessible business information. The Ontario Business Connects project is responsible for the development and implementation of a government-wide Service Delivery Strategy for the business community.

COMPANIES BRANCH
Suite 200, 393 University Ave
Toronto M5G 2M2
General Inquiry (416)314-8880
TTY (416)314-0844
Toll Free 1-800-361-3223 (Province-Wide)
Fax (416)314-4852
ccr.gov.on.ca/mccr/cbeng.htm
8:00 - 4:00

Companies Branch registers **business names** of sole proprietorships, partnerships and **corporations**; authorizes creation of limited partnerships; incorporates business and

not-for-profit entities and licenses foreign extra provincial corporations. Fourteen Land Registry Offices also accept select documents under the Ontario Business Corporation Act. The branch also maintains and operates the Public Record which is searched regularly by clients. Compliance to the legislation is monitored by the Compliance Section. Companies Branch has improved its customer service through private and public partnerships. Ontario Business Connects provides electronic registration for business names and primary service providers, OnCorp Direct Inc. and Cyberbahn Inc., provide searches electronically.

Services offered to the Public:
Business Name Registrations
Incorporation of Business / Non-Profit Corporations
Registration of a Limited Partnership
Searches

ONTARIO BUSINESS CONNECTS
3rd Flr, 393 University Ave
Toronto M5G 1E6
TTY (416)326-8566
Toll Free 1-800-565-1921 (Province-Wide)
Fax (416)314-5125
www.ccr.gov.on.ca
8:30 - 4:30

Ontario **Business** Connects (OBC) is a government initiative to simplify and streamline the existing **registration** and reporting process in Ontario. OBC manages a network of self-help computer workstations, located throughout the province. New businesses and existing **corporations** can prepare their registrations using these workstations and electronically transmit them to the different ministries involved with starting or expanding a business. Individuals starting an incorporated business can register their Business Name instantly and complete four of the most commonly required applications (**Retail Sales Tax** Vendor Permit, Employer Health Tax, Health Tax for the Self Employed and Workplace Safety and **Insurance** Board) at the workstations. Clients can instantly renew their Business Name registration and apply for the Federal Business Number. OBC is also responsible for implementing a government strategy to transform service delivery to the business community in Ontario.

Services offered to the Public:
Ontario Business Connects

MARKETPLACE STANDARDS AND SERVICES BRANCH
32nd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8635
Fax (416)326-8665

The Marketplace Standards and Services Branch consists of 7 sections: Investigations and Compliance, Registration and Licensing, Consumer Services, **Industry** Self Management Liaison, Administration,**Theatres**, Athletics Commission. The branch registers and regulates **businesses** under a number of business statutes; processes consumer complaints; investigates alleged infractions; inspects registrants under all Acts dealing with consumer protection; monitors and educates the marketplace as well as the administrative authorities

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to which legislated functions have been delegated; licensing of all professional combative sports in Ontario; issues licences to theatre, projectionists/distributors, video retailers.

ATHLETIC COMMISSIONER'S OFFICE
1075 Millwood Rd
Toronto M4G 1X6
General Inquiry (416)314-3630
Toll Free 1-800-268-6024
Fax (416)314-3632
8:30 - 4:45

The Athletic Commissioner's Office administers the Athletics Control Act and is responsible for the proper conduct of all professional combative **sports** in Ontario. The commission maintains liaison with **community centres** and **arenas**, and issues **licences** to professional **boxers**, **kickboxers** (full-contact karate), **wrestlers** and all officials involved in these sports.

Services offered to the Public:
Athletics Control Act

CEMETERIES REGULATION SECTION
32nd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8393
Fax (416)326-8406
8:30 - 4:30

The **Cemeteries** Regulation Section administers the Cemeteries Act (Revised), which regulates the operation of cemeteries, **crematoria**, **mausolea/columbaria** and burial grounds. Owners of such facilities and sales Representatives must be licensed. The section handles **consumer complaints** and inquiries about burial sites. The section reviews and approves changes to cemeteries and monitors trust accounts holding prepayment and care and maintenance funds.

Services offered to the Public:
Cemeteries Regulation

COMPLIANCE
32nd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8555
Toll Free 1-800-268-1142
8:30 - 4:30

The compliance activity is carried out under the authority of various **business registration**/public protection statutes to ensure the provisions (eg: registration requirements, trust account maintenance, etc) of these statutes are complied with by sector business.

CONSUMER SERVICES
32nd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8611
Toll Free 1-800-268-1142
8:30 - 4:30

Consumer Services is responsible for mediating/handling **consumer complaints** both on general marketplace and industry-specific transactions. The area disseminates advice and information to consumers as to their rights and responsibilities in the marketplace. This office monitors the marketplace in order to identify consumer problems and delinquent **business**.

INVESTIGATION SECTION
32nd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8606
8:30 - 4:30

This section investigates alleged infractions of ministry statutes.

REGISTRATION AND LICENSING SECTION - COLLECTIONS, REPOSSESSIONS, CREDIT REPORTING
32nd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8800
Toll Free 1-800-268-1142 (Province-Wide)
Fax (416)326-8810
8:30 - 4:30

The **Registration** & Licensing Section - Collections, Repossessions, **Credit** Reporting maintains a central file of businesses and persons registered under the following Acts: Cemeteries (licensing information), **Consumer** Reporting (credit reporting and personal investigation agencies), **Collection Agencies**, **Bailiffs** and Paperback and **Periodicals**. The section also answers inquiries on whether a business is registered under these Acts. For questions related to new applications, renewals and revisions, call 416-326-8800. See Ministry of Transportation for information on driver and plate licensing. The Registrar's office regulates private bailiffs, collection agencies, consumer reporting agencies (which collect and use personal records, credit and financial information) and paperback book and periodical distributors under their respective Acts. (**Itinerant sellers** are no longer required to register under the CPA as of Dec 18/97)

Services offered to the Public:
Cemeteries Regulation
Registration under the Collection Agencies Act

THEATRES SECTION
1075 Millwood Rd
Toronto M4G 1X6
General Inquiry (416)314-3626
Toll Free 1-800-268-6024 (Province-Wide)
Fax (416)314-3632
8:30 - 4:45

The **Theatres** Section, which administers the Theatres Act, issues **licences** to theatres, projectionists, distributors, video retailers and projection equipment (including videotape machines) that are operated for public exhibition. The section also provides administrative services for the Ontario Film Review Board.

Services offered to the Public:
Theatres Administration

ONTARIO FILM REVIEW BOARD
1075 Millwood Rd
Toronto M4G 1X6
General Inquiry (416)314-3626
Fax (416)314-3632
8:30 - 4:45

The Ontario Film Review Board is an independent agency of the Ministry of Consumer and Commercial Relations. The Board approves and classifies all **films** and videos and all **advertising** for exhibition or distribution in Ontario. The Board's mission statement is to reflect the diverse communities of Ontario, by striving to reach consensus in the classification of films and videos, and to assist the public in making informed viewing decisions.

Services offered to the Public:
Approval and Classification of Films and Videos

INDUSTRY SELF-MANAGEMENT LIAISON UNIT
32nd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8884
Fax (416)326-8665
8:30 - 4:30

This unit monitors the activities of the Administrative Authorities to which certain legislated functions have been delegated and manages the relationship between these authorities and the ministry. It plans, coordinates and manages the ministry's activities pertaining to industry self-management as required by ministry legislation and the agreements with the Administrative Authorities. It also facilitates legislative and regulatory changes and initiatives concerning **consumer** protection, public **safety** and marketplace **standards** as proposed by the Administrative Authorities.

ONTARIO MOTOR VEHICLE INDUSTRY COUNCIL
Suite 110, 36 York Mills Rd
North York M2P 2C5
General Inquiry (416)226-4500
Toll Free 1-800-943-6002
Fax (416)226-3208
8:30 - 4:30

Ontario Motor Vehicle Industry Council deals with program delivery for the Motor Vehicle Dealers Act.

REAL ESTATE COUNCIL OF ONTARIO
Suite 600, 3250 Bloor St W
Etobicoke M8X 2X9
General Inquiry (416)207-4800
Toll Free 1-800-245-6910
Fax (416)207-4820
8:15 - 4:15

Real Estate Council of Ontario deals with program delivery for the Real Estate and Business Brokers Act.

TECHNICAL STANDARDS AND SAFETY AUTHORITY
Mutual Group Centre
4th Flr West Tower, 3300 Bloor St W
Etobicoke M8X 2X4
General Inquiry (416)325-2000
Fax (416)326-1663
8:30 - 4:30

Technical **Standards** and **Safety** Authority deals with program delivery for Amusement Devices Act, **Boilers** and **Pressure Vessels** Act, **Elevating Devices** Act, **Energy** Act, **Gasoline** Handling Act, Operating Engineers Act, and the **Upholstered and Stuffed Articles** Act.

TRAVEL INDUSTRY COUNCIL OF ONTARIO
Suite 1100, 1200 Bay St
Toronto M5R 2A5
General Inquiry (416)975-0818
Toll Free 1-888-451-8426
Fax (416)975-9141
8:30 - 4:30

Travel Industry Council of Ontario deals with program delivery for the Travel Industry Act

CORPORATE SERVICES DIVISION

34th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8460
Fax (416)326-8461
8:30 - 4:30

The division provides corporate administrative services and policy support for the ministry. Divisional responsibilities include: accounting, financial planning, purchasing fleet management, security and accommodation planning, staff recruitment, corporate learning, human resources, internal audit, policy support and agency liaison. The Assistant Deputy Minister, also administers the implementation of, and compliance with the Freedom of Information and, Protection of Privacy Act and the French Language Services Act.

FINANCE AND ADMINISTRATIVE SERVICES BRANCH

34th Flr, 250 Yonge St
Toronto M5B 2N5
(416)326-0290 (Administrative)
(416)326-8900 (Finance)
Fax (416)326-8776 (Administrative)
Fax (416)326-8461 (Director)
Fax (416)326-8979
8:00 - 5:00

The Finance and Administrative Services Branch is responsible for the business planning process in the ministry and provides financial management to all ministry programs, including financial reporting and forecast, performance management reporting, expenditure and revenue accounting. It develops policies and procedures for financial forecasting, control and management performance reporting systems and serves as a liaison with central agencies. The branch also coordinates purchasing, duplicating, fleet management, facilities management, building security and waste management services for the ministry. It arranges for the distribution of corporate directives and guidelines and is responsible for policy administration, including management of ID cards for employees.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY OFFICE

34th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8463
Fax (416)326-8461
8:30 - 4:30

The Freedom of Information and Protection of Privacy Office is responsible for the coordination, administration and implementation of the Freedom of Information and Protection of Privacy Act within the ministry and its affiliated agencies. The office responds to requests for information made under the Act, establishes and collects fees in accordance with the Act, provides advice and training to ministry staff on the requirements of the Act, monitors and recommends policies and procedures for collecting and releasing information, and ensures adherence to privacy provisions and other legislative requirements of the Act. The office also liaises with the Information and Privacy Commission regarding appeals, inquiries and investigations. A public reading room for the review of manuals and other information is open during regular office hours on the 34th Floor at 250 Yonge Street, Toronto, Ontario.

HUMAN RESOURCES BRANCH
34th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8891
Fax (416)326-8932
8:00 - 5:00

The Human Resources Branch works in a consulting capacity with line managers and staff who have responsibility for human resource matters within their unit. The branch is responsible for developing and administering human resources policies and procedures, human resources planning, environmental scans regarding human resources related issues and programs, employment stability coordination, outplacement related services, classification, recruitment, employee benefits counselling, coordination of Workplace Discrimination and Harassment Policy (WDHP), occupational health and safety, grievance handling, labour relations advice and direction. The branch also provides specific consulting services to programs in the areas of training and learning, French Language Services, Innovation and Skills Development. Employee corporate files, payroll, attendance and benefits records are maintained centrally within the Human Resources Branch.

FRENCH LANGUAGE SERVICES
34th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8897
Fax (416)326-8932
8:30 - 4:30

The French Language Services coordinator oversees the effective implementation, delivery and maintenance of French language services in all aspects of ministry programs, advises ministry officials and staff on policies and administrative matters regarding French language services, interprets relevant legislation, handles complaints and keeps the ministry's senior management informed on all subjects related to French language services.

OPERATIONAL REVIEW AND AUDIT BRANCH
33rd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)314-9500
Fax (416)314-9517
8:30 - 4:30

The Operational Review and Audit Branch assists the Deputy Minister and all levels of ministry management in achieving program objectives by providing assurance that control processes are satisfactory, furnishing timely recommendations for improving the economy and efficiency of operational and systems (information technology) activities, and assessing the adequacy of established criteria to measure program effectiveness. The branch evaluates the adequacy of financial, operational and management controls, designed to ensure that physical, human and information assets of the ministry are safeguarded against loss or misuse. This office ascertains the extent of compliance with established ministry and government policies and guidelines. In partnership with management, audit staff also act as consultants in the development of major information systems to ensure project success, system control and data integrity.

POLICY AND AGENCY RELATIONS BRANCH
35th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8878
General Inquiry (416)326-8862
Fax (416)326-8885
8:00 - 5:00

The branch's focus is to deliver an integrated approach to policy development, strategic planning, and issues management within MCCR. It provides corporate policy services to all of MCCR's divisions as well as to the Minister's and Deputy Minister's offices. It also assists divisions with project planning, research, problem-solving, design and implementation of consultation strategies. In addition, the branch is responsible for policy development related to agencies, boards and commissions which report directly to MCCR, and to the sectors they regulate. In support of MCCR's vision, the branch places a strong emphasis on economic development work with major industry/government partnerships that have been established in several sectors. The branch strives to encourage an environment that balances domestic industry competitiveness in the beverage, alcohol, horse racing and gaming sectors with social goals such as responsible liquor consumption and provincial fiscal objectives.

INFORMATION TECHNOLOGY DIVISION
33rd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-9400
Fax (416)326-9424
www.ccr.gov.on.ca
8:00 - 5:00

To ensure delivery of efficient and effective information systems which act as a key enabler to help the ministry achieve its business objectives in the following areas: Planning- Develops and implements information technology, information management, business improvement plans, strategies, directives, standards and guidelines consistent with Government directives and works with program areas to streamline business processes and increase service levels, Systems Support- Provides ongoing production support and enhancements for existing ministry core business appications; ensures Year 2000 compliance for all ministry systems; assists with technology transfer to administrative authorities and Client Support- Provides integrated client support by managing the ministry telecommunications network and computer desktop operations to ensure reliable information exchange within the ministry and with clients; promotes technology proficiency among staff through communication and training.

REGISTRATION DIVISION

University Centre
3rd Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)314-5095
Fax (416)314-5111
8:30 - 5:00

The division records **land** ownership and transfer, security interest in personal property, births, deaths and marriages, and other vital statistics events in Ontario. Clients are dependent on the availability, accuracy and timeliness of these records, which validate personal and legal identities and relationships, land title to real property; and a system that enables property, other than **real estate**, to be pledged as a guarantee for repayment of business or personal loans, while allowing the borrower to have possession and use of the property. The division also manages a strategic alliance between the Government of Ontario and Teranet Land **Information Services** Inc. (Teranet). This partnership approach with a private sector partner is developed to implement automation and conversion to land titles across the province in the most cost effective and timely fashion possible.

REGISTRAR GENERAL BRANCH

Ontario Government Bldg
3rd Flr, 189 Red River Rd
PO Box 4600
Thunder Bay P7B 6L8
General Inquiry (416)325-8305 (Toronto)
Toll Free 1-800-461-2156
Fax (807)343-7411
Fax (807)343-7459 (Applications Only With Credit Card Payment)
8:30 - 5:00

The Registrar General Branch registers **births, deaths, marriages**, still-births, **adoptions** and changes of name occurring in Ontario. **Certificates**, searches or certified copies are available to qualified applicants upon payment of appropriate fees. Premium, same day service for walk-in clients is available in nine locations across Ontario. **Statistics** relating to births, still-births, marriages and deaths are compiled annually and published in the "Office of the Registrar General Annual Report". Under the Marriage Act, persons authorized to solemnize marriages in Ontario are issued Certificates of **Registration**.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Change of name, amendments and corrections to registrations
Registration of Births, Deaths, Marriages, Stillbirths, Name Changes, Persons authorized to solemnize marriage.
Statistical service

PUBLIC OFFICE: REGISTRAR GENERAL
Macdonald Block
Rm M2-49, 900 Bay St
Toronto M7A 1Y5
8:00 - 5:00

Walk-in service only. The service indicated for this office (Certificates, Certified copies of vital event registrations) is provided by all 8 walk-in locations listed below.

Services offered to the Public:
Certificates, Certified copies of vital event registrations

WALK-IN SERVICE - HAMILTON
Ontario Government Bldg
4th Flr, 119 King St W
Hamilton L8P 4Y7
8:30 - 5:00 (Effective December 1, 1998)

WALK-IN SERVICE - LONDON
Unit J, 80 Dundas St
London N6A 6A7
8:30 - 5:00 (Effective December 1, 1998)

WALK-IN SERVICE - NORTH BAY
Court House
360 Plouffe St
North Bay P1B 9L5
8:30 - 5:00 (Effective December 1, 1998)

WALK-IN SERVICE - OTTAWA
Court House
4th Flr, 161 Elgin St
Ottawa K2P 2K1
8:30 - 5:00 (Effective December 1, 1998)

WALK-IN SERVICE - SUDBURY
Suite 301, 199 Larch St
Sudbury P3E 5P9
8:30 - 5:00 (Effective December 1, 1998)

WALK-IN SERVICE - THUNDER BAY
Suite 201 2nd Flr, 189 Red River Rd
Thunder Bay P7B 1A2
8:30 - 5:00 (Effective December 1, 1998)

WALK-IN SERVICE - WHITBY
590 Rossland Rd E
Whitby L1N 9G5
8:30 - 5:00 (Effective December 1, 1998)

WALK-IN SERVICE - WINDSOR
3rd Flr, 250 Windsor Ave
Windsor N9A 6V9
8:30 - 5:00 (Effective December 1, 1998)

PERSONAL PROPERTY SECURITY REGISTRATION BRANCH
University Centre
3rd Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)325-8847
(416)325-8810 (Public Office, 2nd Flr)
TTY (416)326-8866
Toll Free 1-800-267-8847 (Province-Wide)
TTY Toll Free 1-800-461-8866 (Province-Wide)
Fax (416)325-0486 (Director's Office)
Fax (416)325-0487 (Public Office)
Fax (416)325-8501 (Technical Support)
8:30 - 5:00 (Effective January 1, 1999)

The **Personal Property Security Registration** Branch administers the Personal Property Security Act and the Repair and Storage **Liens** Act and relevant computer systems. The registration system allows a person who **loans** money and takes personal property (e.g. a motor vehicle) as collateral for the loan to file notice of the security agreement. In addition, repairers and storers of goods, who have returned the goods to the owners before being paid, can also register notice of their non-possessory liens. Paper registrations and searches can be made in person or by mail. Electronic registrations and searches are also accepted. Registration and searches can be conducted in a number of Land Registry Offices.

Services offered to the Public:
Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System
Used Vehicle Information Package

MAILED-IN INQUIRIES: PERSONAL PROPERTY SECURITY REGISTRATION BRANCH
PO Box 4120 Stn A
Toronto M5W 1T2

MAILED-IN REGISTRATIONS: PERSONAL PROPERTY SECURITY REGISTRATION BRANCH
PO Box 21100 Stn A
Toronto M5W 1W6

PUBLIC OFFICE: PERSONAL PROPERTY SECURITY REGISTRATION BRANCH
University Centre
2nd Flr, 393 University Ave
Toronto M5G 1E6
8:30 - 5:00 (Effective January 1, 1999)

REAL PROPERTY REGISTRATION BRANCH
University Centre
3rd Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)314-4880
Fax (416)314-4878
8:30 - 5:00

The **Real Property Registration** Branch (RPR) manages and operates 55 **Land** Registry Offices throughout Ontario which register, store and manage **documents**, **deeds**,

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mortgages and plans of survey. Registration of real property is done under either the Land **Titles** system or the Registry system. All registered and deposited records are available to the public (for a fee) to search title or obtain information about the ownership of real property. Other activities include monitoring the quality of survey plans by both direct pre-registration examination and post-registration audit and review, examining applications for Boundaries Act plans, and processing of applications for first registration and for Condominium Plans Approval.

Services offered to the Public:
P.O.L.A.R.I.S. - Public Office on line access
Real Property - Access to database, searches, etc.
Registration of Real Property under either Registry Act or Land Titles Act

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LEGAL AND TECHNICAL POLICY AND SUPPORT
University Centre
3rd Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)314-4882
8:30 - 5:00

The Legal and Technical Policy and Support Office is responsible for setting policy and standards for the registration of documents and plans. It also provides support to the **land** registry offices for resolution of complex legal and survey issues arising from the registration of documents and plans under the Acts administered by the Branch.

SURVEY AND TITLE SERVICES SECTION
University Centre
3rd Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)314-4882
Fax (705)755-1343 (Peterborough)
Fax (519)571-6073 (Kitchener)
Fax (613)531-5598 (Kingston)
Fax (519)675-7771 (London)
8:30 - 5:00

Survey and Title Services Section deals with survey issues and related applications, e.g. Boundary Act, First Application to **Land Titles**.

Services offered to the Public:
Survey and Title Services

BOOKBINDING CENTRE
Macdonald Block
Rm M1B 47A, 900 Bay St
Toronto M7A 1Y5
General Inquiry (416)325-8685
8:00 - 4:15

This is the bookbinding unit for Real Property Registration Branch.

REGIONAL OFFICES

CENTRAL EAST REGIONAL OFFICE
University Centre
3rd Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)314-4896
Fax (416)314-4899
8:30 - 5:00 (Effective Dec 1, 1998)

CENTRAL WEST REGIONAL OFFICE
3rd Flr, 200 Frederick St
Kitchener N2H 6N9
General Inquiry (519)571-6068
Fax (519)571-6073
8:30 - 5:00 (Effective Dec 1, 1998)

EASTERN REGIONAL OFFICE
51 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)531-5596
Fax (613)531-5598
8:30 - 5:00 (Effective Dec 1, 1998)

NORTHERN REGIONAL OFFICE
Suite 302, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-4111
Fax (705)564-4354
8:30 - 5:00 (Effective Dec 1, 1998)

SOUTHWESTERN REGIONAL OFFICE
Court House
Unit J, 80 Dundas St
London N6A 6A7
General Inquiry (519)675-7767
Fax (519)675-7771
8:30 - 5:00 (Effective Dec 1, 1998)

LAND REGISTRY OFFICES

Besides providing **land registration** and database search services, depending on the specific registry office, clients may obtain birth, death, marriage or certified copies of vital event **records**, **Personal Property Security** Registration registrations and inquiries, access to Ontario Business Connects workstations, or endorsement of a business corporation.

ALEXANDRIA LAND REGISTRY OFFICE (GLENGARRY #14)
63 Kenyon St W
PO Box 668
Alexandria K0C 1A0
General Inquiry (613)525-1315
Fax (613)525-0509
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act for the geographical area of Glengarry.

ALMONTE LAND REGISTRY OFFICE (LANARK #27)
2 Industrial Dr
PO Box 1180
Almonte K0A 1A0
General Inquiry (613)256-1577
Fax (613)256-0940
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act for the geographical area of Lanark. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services and on line access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

BARRIE LAND REGISTRY OFFICE (SIMCOE #51)
Court House
114 Worsley St
Barrie L4M 1M1
General Inquiry (705)725-7232
Fax (705)725-7246
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act and the Land Titles Act for the geographical area of Simcoe. The land registration records are being automated. On line access to P.O.L.A.R.I.S. to electronically search this offices records is available in the Public Office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, and on line access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Incorporation of Business / Non-Profit Corporations
Ontario Business Connects
P.O.L.A.R.I.S. - Public Office on line access
Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

BELLEVILLE LAND REGISTRY OFFICE (HASTINGS #21)
15 Victoria Ave
Belleville K8N 1Z5
General Inquiry (613)968-4597
(613)968-8261 (PPSR)
Fax (613)968-3606
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act and Land Titles Act for the geographical area of Hastings. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, order certificates and certified copies of registrations from the office of the

Registrar General and have their order couriered to Thunder Bay for action, and on line access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Ontario Business Connects
Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

BRACEBRIDGE LAND REGISTRY OFFICE (MUSKOKA #35)
15 Dominion St N
Bracebridge P1L 2E7
General Inquiry (705)645-4415
Fax (705)645-7826
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act and the Land Titles Act for the geographical area of Muskoka district. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services and on line access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

BRAMPTON LAND REGISTRY OFFICE (PEEL #43)
1st Flr, 7765 Hurontario St
Brampton L6W 4S8
General Inquiry (905)874-4008
Fax (905)874-4012
.8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act and the Land Titles Act for the geographical area of Peel. The land registration records are fully automated. On line access to P.O.L.A.R.I.S. to electronically search this offices records is available in the Public Office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, and on line access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
P.O.L.A.R.I.S. - Public Office on line access
Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

BRANTFORD LAND REGISTRY OFFICE (BRANT #2)
Court House
80 Wellington St
Brantford N3T 2L9
General Inquiry (519)752-8321
(519)752-5571 (PPSR)
Fax (519)752-0273
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act and Land Titles Act for the geographical area of Brant. The land registration records are being automated. On line access to P.O.L.A.R.I.S. to electronically search this offices records is available in the Public Office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Ontario Business Connects
P.O.L.A.R.I.S. - Public Office on line access
Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

BROCKVILLE LAND REGISTRY OFFICE (LEEDS #28)
7 King St W
Brockville K6V 3P7
General Inquiry (613)345-5751
Fax (613)345-7390
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act for the geographical area of Leeds. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services and on line access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

CAYUGA LAND REGISTRY OFFICE (HALDIMAND #18)
10 Echo St
PO Box 310
Cayuga N0A 1E0
General Inquiry (905)772-3531
Fax (905)772-0105
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act for the geographical area of Haldimand. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

CHATHAM LAND REGISTRY OFFICE (KENT #24)
40 William St N
Chatham N7M 4L2
General Inquiry (519)352-5520
Fax (519)352-3222
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act and the Land Titles Act for the geographical area of Kent. The land registration records are fully automated. On line access to P.O.L.A.R.I.S. to electronically search this offices records is available in the Public Office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
P.O.L.A.R.I.S. - Public Office on line access
Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

COBOURG LAND REGISTRY OFFICE (NORTHUMBERLAND #39)
Fleming Bldg
Suite 105, 1005 William St
Cobourg K9A 5J4
General Inquiry (905)372-3813
Fax (905)372-4758
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act and the Land Titles Act for the geographical area of North Humberland. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

COCHRANE LAND REGISTRY OFFICE (COCHRANE #6)
Court House
149 4th Ave
PO Box 580
Cochrane P0L 1C0
General Inquiry (705)272-5791
Fax (705)272-2951
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Land Titles Act for the district of Cochrane. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

CORNWALL LAND REGISTRY OFFICE (STORMONT #52)
127 Sydney St
Cornwall K6H 3H1
General Inquiry (613)932-4522
Fax (613)932-4524
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act for the geographical area of Stormont. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services and on line access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

FORT FRANCES LAND REGISTRY OFFICE (RAINY RIVER #48)
353 Church St
Fort Frances P9A 1C9
General Inquiry (807)274-5451
Fax (807)274-1704
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act and Land Titles Act for the Rainy River district. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

GODERICH LAND REGISTRY OFFICE (HURON #22)
38 North St
Goderich N7A 2T4
General Inquiry (519)524-9562
Fax (519)524-2482
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act for the geographical area of Huron. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services and on line access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

GORE BAY LAND REGISTRY OFFICE (MANITOULIN #31)
Court House
27 Phipps St
Gore Bay P0P 1H0
General Inquiry (705)282-2442
Fax (705)282-3245
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act and Land Titles Act for the district of Manitoulin Island. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

GUELPH LAND REGISTRY OFFICE (WELLINGTON #61)
1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3372
Fax (519)826-3373
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act and the Land Titles Act for the geographical area of Wellington. The land registration records are being automated. On line access to P.O.L.A.R.I.S. to electronically search this offices records is available in the Public Office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, and on line access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
P.O.L.A.R.I.S. - Public Office on line access
Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

HAILEYBURY LAND REGISTRY OFFICE (TIMISKAMING #54)
375 Main St
PO Box 159
Haileybury P0J 1K0
General Inquiry (705)672-3332
Fax (705)672-3906
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act and Land Titles Act for Timiskaming district. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services and on line access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

HAMILTON LAND REGISTRY OFFICE (WENTWORTH #62)
Ontario Government Bldg
4th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7561
Fax (905)521-7505
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act and the Land Titles Act for the geographical area of Wentworth. The land registration records are fully automated. On line access to P.O.L.A.R.I.S. to electronically search this offices records is available in the Public Office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, and same day certificates and certified copies of registrations on behalf of the Office of the Registrar General.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Incorporation of Business / Non-Profit Corporations
P.O.L.A.R.I.S. - Public Office on line access
Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

KENORA LAND REGISTRY OFFICE (KENORA #23)
220 Main St S
Kenora P9N 1T2
General Inquiry (807)468-2794
Fax (807)468-2796
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act and Land Titles Act for the Kenora district. Walk-in clients can obtain the following additional services:

Personal Property Security Registration registrations and inquiries services and on line access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

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KINGSTON LAND REGISTRY OFFICE (FRONTENAC #13)
1 Court St
Kingston K7L 2N4
General Inquiry (613)548-6767
Fax (613)548-6766
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act and the Land Titles Act for the geographical area of Frontenac. The land registration records are being automated. On line access to P.O.L.A.R.I.S. to electronically search this offices records is available in the Public Office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, and on line access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Incorporation of Business / Non-Profit Corporations
P.O.L.A.R.I.S. - Public Office on line access
Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

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KITCHENER LAND REGISTRY OFFICE (WATERLOO #58)
3rd Flr, 200 Frederick St
Kitchener N2H 6N9
General Inquiry (519)571-6043
Fax (519)571-6073
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act and the Land Titles Act for the geographical area of Waterloo. The land registration records are fully automated. On line access to P.O.L.A.R.I.S. to electronically search this offices records is available in the Public Office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, and order certificates and certified copies of registrations from the Office of the Registrar General and have their order couriered to Thunder Bay for action.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Incorporation of Business / Non-Profit Corporations
Ontario Business Connects
P.O.L.A.R.I.S. - Public Office on line access

Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

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L'ORIGNAL LAND REGISTRY OFFICE (PRESCOTT #46)
1020 Victoria St
PO Box 302
L'Orignal K0B 1K0
General Inquiry (613)675-4648
Fax (613)675-1879
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act and the Land Titles Act for the geographical area of Prescott. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

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LINDSAY LAND REGISTRY OFFICE (VICTORIA #57)
Provincial Court Bldg
440 Kent St W
Lindsay K9V 6G8
General Inquiry (705)324-4912
Fax (705)324-6290
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act and the Land Titles Act for the geographical area of Victoria. Walk-in clients can obtain the following Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

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LONDON LAND REGISTRY OFFICE (MIDDLESEX #33)
Unit J, 80 Dundas St
London N6A 6A7
General Inquiry (519)675-7600
(519)675-7612 (PPSR)
Fax (519)675-7611
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act and the Land Titles Act for the geographical area of Middlesex. The land registration records are fully automated. On line access to P.O.L.A.R.I.S. to electronically search this offices records is available in the Public Office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, and same day certificates and certified copies of registrations on behalf of the Office of the Registrar General.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Incorporation of Business / Non-Profit Corporations
P.O.L.A.R.I.S. - Public Office on line access
Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

METROPOLITAN TORONTO LAND REGISTRY OFFICE (REGISTRY #64)
Atrium on Bay
3rd Flr Suite 321, 20 Dundas St W
PO Box 108
Toronto M5G 2C2
General Inquiry (416)314-4400
Fax (416)314-5875
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act for properties registered under this Act in the geographical area of Metropolitan Toronto (the new City of Toronto). The land registration records are being automated and converted to Land Titles progressively. On line access to P.O.L.A.R.I.S. to electronically search this offices records is available in the Public Office.

Services offered to the Public:
P.O.L.A.R.I.S. - Public Office on line access

METROPOLITAN TORONTO LAND REGISTRY OFFICE (LAND TITLES #66)
Atrium on Bay
4th Flr Suite 420, 20 Dundas St W
PO Box 117
Toronto M5G 2C2
General Inquiry (416)314-4430
Fax (416)314-4453
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act for properties registered under Land Titles for the geographical area of Metropolitan Toronto (the new City of Toronto). The land registration records are being automated. On line access to P.O.L.A.R.I.S. to electronically search this offices records is available in the Public Office.

Services offered to the Public:
P.O.L.A.R.I.S. - Public Office on line access

MILTON LAND REGISTRY OFFICE (HALTON #20)
491 Steeles Ave E
Milton L9T 1Y7
General Inquiry (905)878-7287
Fax (905)876-8806
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act and the Land Titles Act for the geographical area of Halton. The land registration records are fully

automated. On line access to P.O.L.A.R.I.S. to electronically search this offices records is available in the Public Office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
P.O.L.A.R.I.S. - Public Office on line access
Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

MINDEN LAND REGISTRY OFFICE (HALIBURTON #19)
Newcastle St
PO Box 270
Minden K0M 2K0
General Inquiry (705)286-1391
Fax (705)286-4324
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act for the geographical area of Haliburton.

MORRISBURG LAND REGISTRY OFFICE (DUNDAS #89)
5th St
PO Box 645
Morrisburg K0C 1X0
General Inquiry (613)543-2583
Fax (613)543-4541
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act for the geographical area of Dundas.

NAPANEE LAND REGISTRY OFFICE (LENNOX #29)
Dale's Plaza
Unit 10, 2 Dairy Ave
Napanee K7R 3T1
General Inquiry (613)354-3751
Fax (613)354-1474
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act for the geographical area of Lennox. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

NEWMARKET LAND REGISTRY OFFICE (YORK REGION #65)
Court House
1st Flr, 50 Eagle St W
Newmarket L3Y 6B1
General Inquiry (905)895-1561
Fax (905)895-6517
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act and the Land Titles Act for the geographical area of York Region. The land registration records are fully automated. On line access to P.O.L.A.R.I.S. to electronically search this offices records is available in the Public Office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, order certificates and certified copies of registrations from the Office of the Registrar General and have their order couriered to Thunder Bay for action, and on line access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Ontario Business Connects
P.O.L.A.R.I.S. - Public Office on line access
Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

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NORTH BAY LAND REGISTRY OFFICE (NIPISSING #36)
Court House
360 Plouffe St
North Bay P1B 9L5
General Inquiry (705)474-2270
Fax (705)495-8511
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act and Land Titles Act for the Nipissing district. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, and same day certificates and certified copies of registrations on behalf of the Registrar General.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

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ORANGEVILLE LAND REGISTRY OFFICE (DUFFERIN #7)
10 Louisa St
Orangeville L9W 3P9
General Inquiry (519)941-1481
Fax (519)941-6444
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act and the Land Titles Act for the geographical area of Dufferin. The land registration records are fully automated. On line access to P.O.L.A.R.I.S. to electronically search this offices records is available in the Public Office. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
P.O.L.A.R.I.S. - Public Office on line access
Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

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OTTAWA LAND REGISTRY OFFICE (OTTAWA-CARLETON #4)
Court House
4th Flr, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)239-1230
Fax (613)239-1422
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act and the Land Titles Act for the geographical area of Ottawa-Carleton. The land registration records are fully automated. On line access to P.O.L.A.R.I.S. to electronically search this offices records is available in the Public Office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, same day certificates and certified copies of registrations on behalf of the Office of the Registrar General, and on line access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Incorporation of Business / Non-Profit Corporations
P.O.L.A.R.I.S. - Public Office on line access
Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

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OWEN SOUND LAND REGISTRY OFFICE (GREY #16)
East Court Plaza
Main Flr, 1555 16th St E
Owen Sound N4K 5N3
General Inquiry (519)376-1637
Fax (519)376-1639
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act for the geographical area of Grey. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services and on line access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

PARRY SOUND LAND REGISTRY OFFICE (PARRY SOUND #42)
28 Miller St
Parry Sound P2A 1T1
General Inquiry (705)746-5816
Fax (705)746-6517
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act and Land Titles Act for the district of Parry Sound. . Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

PEMBROKE LAND REGISTRY OFFICE (RENFREW #49)
400 Pembroke St E
Pembroke K8A 3K8
General Inquiry (613)732-8331
(613)732-8620 (Paging Service)
Fax (613)732-0297
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act and the Land Titles Act for Renfrew county. The land registration records are being automated. On line access to P.O.L.A.R.I.S. to electronically search this offices records is available in the Public Office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, and on line access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
P.O.L.A.R.I.S. - Public Office on line access

Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

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PETERBOROUGH LAND REGISTRY OFFICE (PETERBOROUGH #45)
2nd Flr S Tower, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1342
Fax (705)755-1343
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act and the Land Titles Act for the geographical area of Peterborough. The land registration records are being automated. On line access to P.O.L.A.R.I.S. to electronically search this offices records is available in the Public Office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, and on line access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Incorporation of Business / Non-Profit Corporations
Ontario Business Connects
P.O.L.A.R.I.S. - Public Office on line access
Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

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PICTON LAND REGISTRY OFFICE (PRINCE EDWARD #47)
1 Pitt St
PO Box 1310
Picton K0K 2T0
General Inquiry (613)476-3219
Fax (613)476-7908
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act for Prince Edward County. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

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PRESCOTT LAND REGISTRY OFFICE (GRENVILLE #15)
499 Centre St
PO Box 1660
Prescott K0E 1T0
General Inquiry (613)925-3177
Fax (613)925-0302
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act for the geographical area of Grenville.

RUSSELL LAND REGISTRY OFFICE (RUSSELL #50)
1122 Concession St
PO Box 10
Russell K4R 1C8
General Inquiry (613)445-2138
Fax (613)445-0614
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act and the Land Titles Act for the geographical area of Russell

SARNIA LAND REGISTRY OFFICE (LAMBTON #25)
Court House
Suite 102, 700 N Christina St
Sarnia N7V 3C2
General Inquiry (519)337-2393
Fax (519)337-8371
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act for Lambton county. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations, certain Business Corporation Act transactions and inquiries services and on line access for registration purposes to Ontario Business Connects

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Services offered to the Public:
Incorporation of Business / Non-Profit Corporations
Ontario Business Connects
Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

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SAULT STE MARIE LAND REGISTRY OFFICE (ALGOMA #1)
420 Queen St E
PO Box 550
Sault Ste Marie P6A 5M8
General Inquiry (705)253-8887
Fax (705)253-9245
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act and the Land Titles Act for Algoma district. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain

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Business Corporation Act transactions and on line access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Incorporation of Business / Non-Profit Corporations
Ontario Business Connects
Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

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SIMCOE LAND REGISTRY OFFICE (NORFOLK #37)
Court House
2nd Flr, 530 Queensway W
PO Box 9
Simcoe N3Y 4K8
General Inquiry (519)426-2216
Fax (519)426-9627
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act and Land Titles Act for Norfolk county. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

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ST CATHARINES LAND REGISTRY OFFICE (NIAGARA N #30)
59 Church St
St Catharines L2R 3C3
General Inquiry (905)684-6351
Fax (905)684-5874
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act and the Land Titles Act for the geographical area of Niagara North. The land registration records are fully automated. On line access to P.O.L.A.R.I.S. to electronically search this offices records is available in the Public Office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, and on line access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
P.O.L.A.R.I.S. - Public Office on line access
Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

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ST THOMAS LAND REGISTRY OFFICE (ELGIN #11)
Court House Block
4 Wellington St
St Thomas N5R 2P2
General Inquiry (519)631-3015
(519)633-4471 (PPSR)
Fax (519)631-8182
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act and Land Titles Act for Elgin county. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

STRATFORD LAND REGISTRY OFFICE (PERTH #44)
5 Huron St
Stratford N5A 5S4
General Inquiry (519)271-3343
Fax (519)271-2550
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act for Perth county. On line access to P.O.L.A.R.I.S. to electronically search this offices records is available in the Public Office. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
P.O.L.A.R.I.S. - Public Office on line access
Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

SUDBURY LAND REGISTRY OFFICE (SUDBURY #53)
Suite 301, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-4300
Fax (705)564-4148
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act and the Land Titles Act for the Sudbury district. The land registration records are being automated. On line access to P.O.L.A.R.I.S. to electronically search this offices records is available in the Public Office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, same day certificates and certified copies of registrations on behalf of the Office of the Registrar General, and on line access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Incorporation of Business / Non-Profit Corporations
Ontario Business Connects
P.O.L.A.R.I.S. - Public Office on line access
Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

THUNDER BAY LAND REGISTRY OFFICE (THUNDER BAY #55)
Suite 201 2nd Flr, 189 Red River Rd
Thunder Bay P7B 1A2
General Inquiry (807)343-7436
Fax (807)343-7439
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act and Land Titles Act for Thunder Bay district. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporations Act transactions, and same day certificates and certified copies of registrations on behalf of the Office of the Registrar General.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Incorporation of Business / Non-Profit Corporations
Ontario Business Connects
Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

WALKERTON LAND REGISTRY OFFICE (BRUCE #3)
203 Cayley St
PO Box 1690
Walkerton N0G 2V0
General Inquiry (519)881-2259
Fax (519)881-2322
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act and the Land Titles Act for Bruce county. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

WELLAND LAND REGISTRY OFFICE (NIAGARA S #59)
200 Division St
Welland L3B 4A2
General Inquiry (905)735-4011
Fax (905)735-2430
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act and the Land Titles Act for the geographical area of Niagara South. The land registration records are being automated. On line access to P.O.L.A.R.I.S. to electronically search this offices records is available in the public office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, and on line access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Incorporation of Business / Non-Profit Corporations
Ontario Business Connects
P.O.L.A.R.I.S. - Public Office on line access
Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

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WHITBY LAND REGISTRY OFFICE (DURHAM #40)
590 Rossland Rd E
Whitby L1N 9G5
General Inquiry (905)430-3452
Fax (905)430-7273
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act and the Land Titles Act for the geographical area of Durham. The land registration records are being automated. On line access to P.O.L.A.R.I.S. to electronically search this offices records is available in the Public Office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, same day certificates and certified copies of registration on behalf of the Office of the Registrar General and on line access for registration purposes to Ontatio Business Connects.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Incorporation of Business / Non-Profit Corporations
Ontario Business Connects
P.O.L.A.R.I.S. - Public Office on line access
Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

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WINDSOR LAND REGISTRY OFFICE (ESSEX #12)
3rd Flr, 250 Windsor Ave
Windsor N9A 6V9
General Inquiry (519)971-9980
(519)971-9976 (PPSR)
Fax (519)971-9937
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act and the Land Titles Act for Essex county. The land registration records are being automated. On line access to P.O.L.A.R.I.S. to electronically search this offices records is available in the Public Office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, same day certificates and certified copies of registrations on behalf of the Office of the Registrar General, and on line access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Incorporation of Business / Non-Profit Corporations
P.O.L.A.R.I.S. - Public Office on line access
Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

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WOODSTOCK LAND REGISTRY OFFICE (OXFORD #41)
75 Graham St
Woodstock N4S 6J8
General Inquiry (519)537-6287
Fax (519)537-3107
8:30 - 5:00 (Effective December 1, 1998)

This office provides registration and search services under the Registry Act and the Land Titles Act for Oxford county. The land registration records are fully automated. On line access to P.O.L.A.R.I.S. to electronically search this offices records is available in the Public Office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, and on line access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
P.O.L.A.R.I.S. - Public Office on line access
Registration of security interests under PPSA and Repair and Storage Liens Act
Searching/enquiring against debtors in the PPSR Enquiry System

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AGENCIES, BOARDS AND COMMISSIONS

ALCOHOL AND GAMING COMMISSION OF ONTARIO

Atrium on Bay
20 Dundas St W
Toronto M5G 2N6
General Inquiry (416)326-8700
Toll Free 1-800-522-2876
8:30 - 5:00

The **Alcohol** and Gaming Commission of Ontario (AGCO) is a regulatory body having jurisdiction over the Gaming Control Act, 1992, **Liquor** Licence Act and the **Wine** Content Act. Pursuant to these Acts, the AGCO **licences** and regulates **charitable** and casino gaming, lottery schemes, bingos, raffles, break open tickets as well as casino **employees** and suppliers of goods and services to **casinos**. Further, the AGCO licences and regulates the sale and service of liquor and liquor licenced premises and Special Occasion Permit events.

REGIONAL OFFICES

AGCO - NIAGARA FALLS
Acres House
4th Flr Suite 219, 4342 Queen St
Niagara Falls L2E 7J7
General Inquiry (905)374-5955
Fax (905)374-5953
8:30 - 5:00

AGCO - RAMA OFFICE
Casino Rama Administration Bldg
3rd Flr Cottage C, Huronia Centre,
Memorial Avenue
Orillia L0K 1T0
General Inquiry (705)329-5045
Fax (705)329-5050
8:30 - 5:00

AGCO - WINDSOR OFFICE
2nd Flr, 1100 University Ave W
Windsor N9A 5S7
General Inquiry (519)258-6385
Fax (519)258-7282
8:30 - 5:00

REGION # 1- LONDON
Suite 201 2nd Flr, 150 Dufferin St
London N6A 5N6
General Inquiry (519)675-7746
Fax (519)675-7749
8:30 - 5:00

REGION # 2 - TORONTO
20 Dundas St W
Toronto M5G 2N6
General Inquiry (416)326-8700
Fax (416)326-0300
8:30 - 5:00

REGION # 3 - BROCKVILLE
Suite 204, 133 King St W
Brockville K6V 6Z1
General Inquiry (613)498-6222
Fax (613)498-1021
8:30 - 5:00

REGION # 4 - OTTAWA
5th Flr, 1547 Merivale Rd
Ottawa K2G 4V3
General Inquiry (613)274-0121
Fax (613)274-0122
8:30 - 5:00

REGION # 5 - SUDBURY
Suite 1001, 199 Larch St
Sudbury P3E 5P6
General Inquiry (705)564-6886
Fax (705)564-6898
8:30 - 5:00

REGION # 5 - THUNDER BAY
Suite 206, 189 Red River Rd
Thunder Bay P7B 1A2
General Inquiry (807)343-7527
Fax (807)343-7524
8:30 - 5:00

COMMERCIAL REGISTRATION APPEAL TRIBUNAL
CIBC Bldg
12th Flr, 1 St Clair Ave W
Toronto M4V 1K6
General Inquiry (416)314-4260
Fax (416)314-4270
8:15 - 4:30

The Commercial **Registration Appeal** Tribunal (CRAT) is an independent body, authorized in 1970 under the Ministry of Consumer and Commercial Relations Act, to hear appeals under the following 19 Acts: **Bailiffs** Act, **Business** Practices Act, Cemeteries Act, **Collection Agencies** Act, Consumer Protection Act, Consumer Reporting Act, **Credit Unions** and Caisses Populaires Act, Discriminatory Business Practices Act, Gaming Control Act, **Funeral** Directors and Establishments Act, Ministry of Consumer and Commercial Relations Act, Mortgage Brokers Act, Motor Vehicle Dealers Act, Ontario New Home Warranties Plan Act, Paperback and Periodical Distributors Act, **Real Estate** and Business Brokers Act, Travel Industry Act, Upholstered and Stuffed Articles Act, and the Building Code Act.

Services offered to the Public:
Appeal Tribunal

LIQUOR CONTROL BOARD OF ONTARIO
55 Lake Shore Blvd E
Toronto M5E 1A4
Toll Free 1-800-668-5226

The board controls the production, importation, distribution and sale of **alcoholic** beverages in Ontario.

ONTARIO BOARD OF FUNERAL SERVICES
Suite 2810, 777 Bay St
PO Box 117
Toronto M5G 2C8
General Inquiry (416)979-5450
Toll Free 1-800-387-4458 (Province-Wide)
Fax (416)979-0384

The Ontario Board of **Funeral** Services is an independent, industry-financed, non-share corporation that regulates the funeral industry by administering the Funeral Directors and Establishments Act. The Board of Funeral Services was established in 1976 by section 3 of the Act, with a principal objective of regulating the practices of funeral directors and persons who operate funeral establishments and transfer services in accordance with the Act, the regulations and the bylaws, in order that the public interest may be served and protected.

Consumers may make a claim against a **compensation** fund if prepaid services were not received. The board can mediate **consumer complaints**, and where **mediation** is not successful, a Complaints Committee adjudicates complaints.

Services offered to the Public:
Board of Funeral Services

ONTARIO RACING COMMISSION
9th Flr, 20 Dundas St W
Toronto M5G 2C2
General Inquiry (416)327-0520
Fax (416)325-3478
8:30 - 5:00

The Ontario **Racing** Commission (ORC) was established under the Racing Commission Act in 1950 to govern, direct, control and regulate horse racing in the province. The **ORC** licenses all race track operators, teletheatre locations and all racing participants. Rules of racing are developed and enforced by the ORC which holds public **hearings** on any **appeals** or rulings issued by Commission Judges or Stewards officiating at races. The ORC also approves the dates a race track can operate. The ORC can be contacted to provide information regarding when and where racing is being conducted, licensing requirements and any general inquiries on the racing and breeding industry.

Services offered to the Public:
Information Services
Licence to Participate in Racing

ACTS

Alcohol and Gaming Regulation and Public Protection Act, 1996
Amusement Devices Act
Apportionment Act
Assignments and Preferences Act
Athletics Control Act
Bailiffs Act
Boilers and Pressure Vessels Act
Boundaries Act
Business Corporations Act
Business Names Act
Business Practices Act
Business Regulation Reform Act, 1994
Cemeteries Act (Revised)
Certification of Titles Act
Change of Name Act
Collection Agencies Act
Condominium Act
Consumer Protection Act
Consumer Protection Bureau Act
Consumer Reporting Act
Corporations Act

Corporations Information Act
Debt Collectors Act
Discriminatory Business Practices Act
Electronic Registration Act, 1991
Elevating Devices Act
Energy Act
Extra-Provincial Corporations Act
Factors Act
Funeral Directors and Establishments Act
Gaming Control Act, 1992
Gasoline Handling Act
Land Registration Reform Act
Land Titles Act
Limited Partnerships Act
Liquor Control Act
Liquor Licence Act
Loan Brokers Act, 1999
Marriage Act
Ministry of Consumer and Commercial Relations Act
Motor Vehicle Dealers Act
Motor Vehicle Repair Act
Ontario New Home Warranties Plan Act
Operating Engineers Act
Paperback and Periodical Distributors Act
Partnerships Act
Personal Property Security Act
Petroleum Products Price Freeze Act, 1975 (unconsolidated and unrepealed)
Prepaid Service Act
Racing Commission Act
Real Estate and Business Brokers Act
Registry Act
Repair and Storage Liens Act
Residential Complex Sales Representation Act
Retail Business Holidays Act
Safety & Consumer Statutes Administration Act, 1996
Theatres Act
Travel Industry Act
Upholstered and Stuffed Articles Act
Vital Statistics Act
Wine Content Act

MINISTRY OF ECONOMIC DEVELOPMENT, TRADE AND TOURISM

Hearst Block
900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6666
(416)314-0956 (Ontario Travel Information - French)
(416)314-0944 (Ontario Travel Information)
Toll Free 1-800-268-3736 (Ontario Travel Information)
Fax (416)325-6688
http://www.ontario-canada.com

The Ministry of Economic Development, Trade and Tourism's mandate is to strengthen Ontario's economic development and stimulate trade and tourism. The Ministry has a lead role in developing and coordinating the Government's overall economic development policy. In Northern Ontario, the Ministry of Economic Development, Trade and Tourism is represented by the Northern Development Division of the Ministry of Northern Development and Mines.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS AND PUBLIC AFFAIRS BRANCH

Hearst Block
8th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6666
Fax (416)325-6688

The Communications and Public Affairs Branch provides a wide range of communications services on behalf of the Ministry to clients, stakeholders and the general public. It provides advice and support to help the Premier, Minister, senior management, staff and Ministry clients achieve objectives of sustainable economic development and job growth. The branch consists of two units. Public Affairs develops communications plans, prepares speeches, news releases and publications (print and electronic) on Ministry activities and initiatives, and is responsible for media relations. The Information Services Unit handles public enquiries, correspondence, issues management and the Ministry's internal and external Internet presence. The branch helps market Ontario at home and abroad as a tourist destination and place for business and growth.

INTERNATIONAL RELATIONS AND PROTOCOL

Hearst Block
10th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-8535
Fax (416)325-8550

The **International** Relations section provides policy advice on the Ontario Government's international activities and the impact of foreign trends on provincial interest. The office identifies and advances Ontario's interests in the context of relations with federal departments responsible for international affairs, foreign countries and their diplomatic representatives in Ontario and subnational foreign jurisdictions and international

organizations. The office also manages Ontario's International Disaster Relief Program. The **Protocol** section provides management, operational and advisory services in organizing royal and official visits, business and **trade** delegations, special events, government conferences and hospitality functions. It coordinates official visits to Ontario and organizes briefing sessions and **industrial** familiarization **tours** for diplomatic and consular representatives in Ontario. The office also advises on rules and guidelines of international protocol practices.

LEGAL SERVICES BRANCH
5th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)326-1000
Fax (416)326-1021
9:00 - 5:00

Legal Services Branch is responsible for providing a full range of legal services to the Ministry and its agencies including: providing strategic legal advice to the Minister, Deputy Minister, agency heads and senior officials on programs and activities; assuming responsibility for managing all litigation, court and tribunal proceedings in which the Ministry has an interest; negotiating and drafting agreements, instruments and other documents necessary for the effective and prudent delivery of Ministry initiatives; maintaining and amending legislation and regulations for which the Minister is responsible.

CORPORATE AND FIELD SERVICES DIVISION

Hearst Block
9th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6997
Fax (416)325-4239

The Corporate and Field Services Division leads and coordinates the Ministry's corporate administrative support services, including human resources, analysis and planning, finance and administration, information technology, audit services and French language services. In addition, the Division coordinates Ministry participation in government-wide administrative initiatives and projects. The Division is also responsible for the Ministry's network of regional offices in Eastern, Central and Southwestern parts of the province. Through these offices, field services staff work with core divisions of the Ministry - trade, investment, tourism and business development - to encourage the growth of innovative growth firms and key tourism businesses.

ENTREPRENEURSHIP DEVELOPMENT
Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6541
Fax (416)325-6538

Entrepreneurship Development supports the establishment and growth of new small **businesses** through a series of self-help business initiatives and products delivered throughout Ontario at the municipal level. Information on accessing these initiatives is available by contacting the Canada-Ontario Business Call Centre at 416-954-4636 or toll-free at 1-800-567-2435.

FINANCE AND ADMINISTRATION BRANCH
5th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)325-6421
Fax (416)325-6449

The Finance and Administration Branch provides financial accounting and reporting, and general administration services; develops policies and procedures; manages the Ministry's financial system. Financial services include purchasing, processing invoices, transfer payments, revenues, employees' expenses, centralized travel billings and charges from other Ministries; ensures budget and appropriation control; reports to central agencies, produces monthly financial statements and public accounts. Administrative services include telecommunications, assets control, mail, courier and copier services; coordinates office and fire safety; coordinates environmental initiatives.

HUMAN RESOURCES BRANCH
Hearst Block
3rd Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6611
Fax (416)325-6715

The Human Resources Branch is responsible for the establishment of Human Resources policies and procedures, classification and compensation levels for ministry employees, staff recruitment, staff development, human resources planning, equal opportunity programs, employee counselling, labour relations, and the maintenance of personnel, payroll and employee benefit records. Liaison is provided between the ministry, the Management Board of Cabinet and the Ontario Public Service Employees Union (OPSEU). The French Languages Service Coordinator, who is responsible for the implementation of the French Language Services Act, also resides in this branch.

INFORMATION TECHNOLOGY AND SYSTEMS BRANCH
Hearst Block
3rd Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6595
(416)325-6626 (InfoSource Library/Information Services)
(416)490-2200 (Technical Support Help Desk)
Fax (416)325-6635

The Information Technology and Systems Branch supports and assists the ministry's staff by planning, implementing and maintaining cost-effective, high quality information, technology and business improvement solutions that align with business strategies, priorities and objectives. The branch coordinates the development of the ministry's information technology strategic plan, the development and maintenance of corporate applications/databases, the technology infrastructure, forms and records management, and provides information technology training and access to external databases.

MINISTRY REGIONAL OFFICES

The Ministry's Regional Offices provide consulting and delivery services to innovative, growth-oriented companies and **tourism** businesses. They assist these companies to become more competitive, expand **exports**, increase investment and create jobs.

CENTRAL REGION

CENTRAL REGIONAL OFFICE
Central Building
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4278
Fax (414)235-4338

HAMILTON OFFICE
Ellen Fairclough Building
119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7783
Fax (905)521-7398

HUNTSVILLE OFFICE
42 King William St
Huntsville P0A 1K0
General Inquiry (705)789-4448
Fax (705)789-9533

MIDHURST OFFICE
2284 Nursery Rd
Midhurst L0L 1X0
Toll Free 1-800-308-3163
Fax (705)725-7296

ST CATHARINES OFFICE
9th Flr, 301 St. Paul St
St. Catharines L2R 7R4
General Inquiry (905)704-3940
Fax (905)704-3955

EASTERN REGION

KINGSTON OFFICE
51 Heakes Lane
PO Box 7600
Kingston K7M 9B1
Toll Free 1-800-267-7848
Fax (613)531-5598

OTTAWA OFFICE
Suite 612, 1 Nicholas St
Ottawa K1N 7B7
Toll Free 1-800-267-6592
Fax (613)241-2545

PETERBOROUGH
South Tower
2nd Flr, 300 Water St
Peterborough K9J 8M5
General Inquiry (705)755-2631
Toll Free 1-800-461-6429
Fax (705)755-2631

SOUTHWESTERN REGION

KITCHENER OFFICE
Suite 906, 30 Duke St W
Kitchener N2H 3W5
Toll Free 1-800-265-2428
Fax (519)571-6104

LONDON OFFICE
2nd Flr, 659 Exeter Rd
London N6E 1L3
Toll Free 1-800-265-4743
Fax (519)649-3195

WINDSOR OFFICE
221 Mill St
Windsor N9C 2R1
Toll Free 1-800-265-1345
Fax (519)973-1378

ECONOMIC DEVELOPMENT STRATEGY BRANCH
Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6807
Fax (416)325-6825

The mandate of the Economic Development Strategy Branch is to support economic development, job creation, improved competitiveness and business creation in Ontario by: transforming economic information into analysis, economic development policies, strategies, and program development; identifying and facilitating the removal of barriers to investment and job creation; providing advice on economic development perspectives that the Minister can bring to the Government's decision making processes; supporting the development of and coordinating the approval process for MEDTT economic development initiatives.

ANALYTICAL SERVICES AND CABINET OFFICE LIAISON
Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6808

The Analytical Services and Cabinet Office Liaison Unit coordinates ministry economic development initiatives through the MEDTT and government approval processes and provides advice on economic development perspectives that the Minister can bring to government's decision making processes.

COMPETITIVENESS ISSUES UNIT
Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6808
Fax (416)325-6825

The Competitiveness Issues Unit provides competitiveness and economic development intelligence and analysis to branches in the ministry and to other Government of Ontario ministries and agencies.

POLICY DEVELOPMENT AND PROGRAM SUPPORT UNIT
Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6808

The Policy Development and Program Support Unit monitors, analyses economic conditions and contributes to the development and implementation of policies and programs in a variety of areas, including access to capital by small- and medium-sized firms.

STRATEGIC SKILLS UNIT
Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6808
Fax (416)325-6534

The Strategic Skills Unit monitors, analyses economic conditions and contributes to the development and implementation of policies and programs in the areas of workplace training and strategic skills development.

INNOVATION AND ENTREPRENEURSHIP BRANCH
Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6740
Fax (416)325-6757

The role of the Innovation and Entrepreneurship Development Branch is to increase the level of entrepreneurial activity in Ontario and support the prosperity and growth of the province's businesses. It focuses services to meet needs in two different areas: entrepreneurship and innovative growth firms.

ENTREPRENEURSHIP DEVELOPMENT - CANADA-ONTARIO BUSINESS CALL CENTRE
9th Flr, 151 Yonge St
Toronto M5C 2W7
(416)954-8555 (24 Hour Faxback Service, Toronto Area)
Toll Free 1-800-567-2345 (Federal & Provincial Business Information)
Toll Free 1-800-240-4192 (24 Hour Faxback Service)
Fax (416)954-4636 (Federal & Provincial Business Information, Toronto Area)

Canada-Ontario **Business** Call Centre provides information on business-oriented programs, services and **regulations** of the provincial and federal governments and other organizations.

INNOVATIVE GROWTH FIRM DEVELOPMENT AND SUPPORT
Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6490
Fax (416)325-6538

Innovative Growth Firm Development and Support is developing a private sector led, self-sustaining initiative for identifying and supporting the development of innovative, fast-growing, small and medium-sized companies.

SECTOR COMPETITIVENESS BRANCH
Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)326-9629
Fax (416)325-6885
Fax (416)325-6534

The mandate of the Sector Competitiveness Branch is to strengthen the competitiveness of the aerospace, automotive, information technology, other manufacturing and service sectors in Ontario. This Branch is the principal contact for MEDTT's relationship and policy role with the following sectors: automotive; aerospace; chemicals; plastics; machinery; tool, die and mould; steel; consumer goods; telecommunications; computing; microelectronics; digital media; industrial, commercial and institutional construction; consulting engineering; utilities and transportation.

TRADE AND INTERNATIONAL POLICY BRANCH
Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6933
Fax (416)325-6949

The **Trade** and International Policy Branch performs five basic functions: works with the federal government, other provincial governments and industry to negotiate trade and investment agreements which remove barriers to **business** development and which improve market access; provides advice on the implications of trade and investment agreements and trade law for both private and public interests; tracks trade and investment issues in order to provide early warning of problems and to avoid disruptions and disputes; provides strategic and legal support to the government and industry in managing trade disputes involving the province; and plays a **federal-provincial** and international relations role, both on trade issues and broader economic developmental concerns. Branch work relates to both international and internal (**interprovincial**) trade and investment issues.

INVESTMENT DIVISION
Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E4
General Inquiry (416)325-9802
Fax (416)325-6985

The objective of the Investment Division is to market Ontario to the world as a preferred location for North American investment. It carries out its mandate by providing investment services to new and existing investors; by developing and executing investment marketing campaigns; and by administering business immigration programs and providing establishment services to attract and help settle business **immigrants**.

BUSINESS IMMIGRATION
Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6777
Fax (416)325-6653

The Government of Ontario participates with the Government of Canada to encourage international **business** people to immigrate and invest their entrepreneurial expertise, technical skills and investment capital in Ontario's economy through the Business Immigration Program. Individuals must meet the various requirements set out in Canada's Immigration Act and Regulations. The Business Immigration Section helps business **immigrants** by providing information to assist them in both personal and business settlement, including access to specific business opportunities. Information seminars are held every Tuesday for individuals who are interested in immigrating to Ontario through the Business Immigration Program.

INVESTMENT BRANCH
Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-8547
Fax (416)325-6799

The mission of the Investment Branch is to provide investment services to new and existing investors. Its mandate is: to raise the image and awareness of Ontario as a premiere investment location in North America and to generate leads of companies willing to invest in Ontario; to secure new and expanded investment through the provision of investment services to prospective investors; and to promote the expansion of existing investment through the provision of investment and **business** services to multinational enterprises.

DOMESTIC INVESTMENT SERVICES
Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)326-9662
Fax (416)325-6799

The **Investment** Services sections provide a comprehensive investor assistance service for domestic and international investors involved in **manufacturing** and tradable services. Services include timely, client-specific information on Ontario's **business** opportunities, business climate, **regulations**, costs, markets, labour (skills availability and cost), infrastructure, lifestyle, information on government programs and services as well as **municipal** and site-specific approvals expediting.

INTERNATIONAL INVESTMENT SERVICES
Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6833
Fax (416)325-6814

The **Investment** Services sections provide a comprehensive investor assistance service for domestic and **international** investors involved in **manufacturing** and tradable services. Services include timely, client-specific information on Ontario's **business** opportunities,

business climate, **regulations**, costs, markets, labour (skills availability and cost), infrastructure, lifestyle, information on government programs and services as well as **municipal** and site-specific approvals expediting.

INVESTMENT - MARKETING AND SALES
Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-5597
Fax (416)325-6869

The **Investment** - Marketing and Sales Section develops and executes investment marketing campaigns for Ontario's target markets. Organized on a geographic basis, the section works with local government economic developers, the federal government, the private sector and other marketing partners to implement marketing activities to raise the image and awareness of Ontario as a premier investment location in North America and to generate leads of companies willing to invest in Ontario.

MARKETING SERVICES BRANCH
Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-0423
Fax (416)325-6814

The Marketing Services Branch directs the development, delivery and support of image and investment marketing strategies for the province. The branch directs the development and implementation of annual plans for **advertising**, media relations, direct mail, promotional materials and research activities in target markets to promote Ontario as a premier location for investment. The Branch directs the activities of the Ontario Investment Service, a preeminent marketing resource used by the government and marketing partners across the province. The Ontario Investment Service has the capability of providing customized information for business cases for prospective investors.

MARKETING SERVICES
Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-3763
Fax (416)325-6688

The Marketing Services Section coordinates the development and implementation of marketing plans, research surveys, public and media relations and **advertising** in support of Market Ontario.

ONTARIO INVESTMENT SERVICE
BCE Place Canada Trust Tower
Suite 4040, 161 Bay St
PO Box 706
Toronto M5J 2S1
General Inquiry (416)360-4647
Toll Free 1-800-819-8701 (North America Inquiry Line)
Toll Free 1-800-466-8274 (Outside North America Inquiry Line 800-4-ONTARIO)
Fax (416)360-1817
www.ontario-canada.com

The Ontario **Investment** Service provides information and presentation services to support attraction, retention and expansion of investment in Ontario. The information covers a wide range of facts of interest to investors such as **economic** indicators, demographics, interjurisdictional competitiveness comparisons, community descriptions and quality of life. The information is accessed via custom software available by subscription and at www.ontario-canada.com.

TOURISM DIVISION

Hearst Block
9th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6988
Fax (416)325-6985
http://www.gov.on.ca

The Tourism Division develops and promotes Ontario as a world class "must see" destination; assists the tourism industry by creating the right business climate; operates tourism agencies and attractions, and travel information centres.

TOURISM AGENCIES
Hearst Block
9th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)314-7000
Fax (416)314-7003
http://www.gov.on.ca

The Tourism Agencies Unit is responsible for policy, financial and program liaison with the ministry's tourism agencies and attractions. In addition, it establishes and maintains an effective accountability relationship between each agency and the ministry within its scope of broader government policy. The tourism agencies are: Niagara Parks Commission, Metro Toronto Convention Centre Corporation, Ontario Place Corporation, Ottawa Congress Centre, St. Clair Parkway Commission and the St. Lawrence Parks Commission. The tourism attractions are: Huronia Historical Parks and Old Fort William.

HURONIA HISTORICAL PARKS
PO Box 160
Midland L4R 4K8
General Inquiry (705)526-7838
General Inquiry (705)549-8064 (Discovery Harbour)
Fax (705)526-9193
http://www.hhp.on.ca

The ministry operates and maintains historic attractions at Midland (Sainte-Marie Among the Hurons) and at Penetanguishene (Discovery Harbour). Saint-Marie Among the Hurons (1639-1649) is a reconstruction of the 17th century headquarters of the French Jesuit mission to the Huron people. It was the first European community in Ontario and home to six of the eight North American Jesuit martyrs. Discovery Harbour represents the period from 1817 to 1856 when the Royal Navy and the British Army maintained a naval dockyard and military garrison at this strategic defence station on Georgian Bay.

OLD FORT WILLIAM
Vickers Heights PO
Thunder Bay P0T 2Z0
General Inquiry (807)577-8461
TTY (807)473-2307
Fax (807)473-2327
Fax (807)473-2336 (For Managing Director)

Located in Thunder Bay, Old Fort William is a reconstruction of the original **fur** trade establishment which was operated by the North West Company from 1803 to 1821. The company used Fort William as an inland headquarters and transshipment point, enabling the Nor'Westers to move furs and trade goods across the continent in one season. Up to 1,000 fur traders converged at the fort each summer, to conduct the frenzied business and celebrations of the Rendez-vous. Costumed and uniformed staff bring Old Fort William to life. The fort operates seasonally and offers living history programming designed to meet the needs of tourists, **recreational** and educational visitors. Facilities include a resource **library**, historic restaurant, interpretive centre, **gift shop** and picnic area, with access for disabled persons.

TOURISM MARKETING AND DEVELOPMENT BRANCH
Hearst Block
9th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6846
http://www.gov.on.ca

Tourism Marketing and Development leads the province in tourism marketing and is responsible for building awareness; creating consumer demand for tourism products/experiences; working with the tourism industry to convert such demand into visits to generate tourism revenues; increasing Ontario's competitiveness in the global tourism market; developing and executing consumer-driven marketing initiatives targeted at the individual leisure tourist and **travel** trade sector in key markets in Ontario, U.S. and selected European/Asian countries. The branch undertakes public relations activities with the travel media to promote tourism products through articles/editorials and maximize unpaid media coverage.

Activities: media **advertising**, sales, tourism product promotion, public relations, travel counselling (incl. toll-free lines/information centres), tourism publications, cooperative marketing programs, educational seminars (incl. product packaging) and market intelligence.

TOURISM DEVELOPMENT AND INFORMATION SERVICES
Hearst Block
9th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)314-7570

Ontario **Travel** Information Centres offer expert counselling, customized trip planning and **accommodation** reservations to the public. Ontario Travel supplies information and **publications** on various tourist attractions, accommodations, **campgrounds**, **parks** (including **hiking trails**, canoe outfitters, etc.), events, **festivals**, hunting, fishing, boating, **skiing** and more. Ontario Road **Maps** are distributed at Ontario Travel Centres along with up-to-date reports, including cross country ski conditions, winter road conditions, provincial park vacancies, spring blossom and fall colour. The Branch operates 11 year-round Travel Centres and 7 seasonal, which operate from mid-May to Labour Day. Twenty-four hour, seasonally recorded reports are available for alpine or cross country skiing , spring blossoms, provincial park vacancies and fall colours. Travel Centres and telephone numbers are listed.

ONTARIO TRAVEL INFORMATION CENTRES

CENTRAL/EASTERN/NORTHERN REGIONS

CENTRAL REGION

BARRIE TRAVEL INFORMATION CENTRE
21 Molson Park Dr
Barrie L4M 6E7
General Inquiry (705)725-7280
(416)314-0998 (Campground Vacancy Reports July - August; Spring Blossoms, Fall Colour)
(416)314-0998 (Alpine and X-Country Ski Reports, December - April)
Fax (705)725-7285 (Travel Consultants)

TORONTO (EATON CENTRE) TRAVEL INFORMATION CENTRE
Eaton Centre
Level 1 Below, 290 Yonge St
PO Box 104
Toronto M5B 2H1
General Inquiry (416)314-5899
Toll Free 1-800-314-5901 (Travel Enquiries - English)
Toll Free French 1-800-268-3736 (Travel Enquiries - French)
Fax (416)314-5901

EASTERN REGION

CORNWALL TRAVEL INFORMATION CENTRE
903 Brookdale Ave
Cornwall K6J 4P3
(613)933-2420 (Travel Consultant)
Fax (613)933-3387

HAWKESBURY TRAVEL INFORMATION CENTRE
RR 1
Chute-A-Blondeau K0B 1B0
(613)674-2000 (Travel Consultant : May 15 - Thanksgiving)
Fax (613)674-2689

HILL ISLAND (LANSDOWNE) TRAVEL INFORMATION CENTRE
700 Hwy 137
RR 1
Lansdowne K0E 1L0
(613)659-2108 (Travel Consultant: May 15 - Thanksgiving)
Fax (613)659-2102

LANCASTER TRAVEL INFORMATION CENTRE
RR 1
Lancaster K0C 1N0
(613)347-3498 (Travel Consultant: May 15 - Thanksgiving)
Fax (613)347-3435

PRESCOTT TRAVEL INFORMATION CENTRE
PO Box 1600
Prescott K0E 1T0
(613)925-3346 (Travel Consultant: May 15 - Labour Day)
Fax (613)925-1462

NORTHERN REGION

FORT FRANCES TRAVEL INFORMATION CENTRE
400 Central Ave
Fort Frances P9A 1X8
General Inquiry (807)274-7566
Fax (807)274-7870

KENORA TRAVEL INFORMATION CENTRE
c/o General Delivery
Keewatin P0X 1C0
(807)468-2495 (Travel Consultant: May 15 - Labour Day)
Fax (204)349-8339

PIGEON RIVER TRAVEL INFORMATION CENTRE
Hwy 61
RR 7
Pigeon River P7B 5N7
(807)964-2094 (Travel Consultant: May 15 - Labour Day)
Fax (807)964-2029

RAINY RIVER TRAVEL INFORMATION CENTRE
PO Box 100
Rainy River P0W 1L0
(807)852-4449 (Travel Consultant: May 15 - Labour Day)
Fax (807)852-3124

SAULT STE MARIE TRAVEL INFORMATION CENTRE
261 Queen St W
Sault Ste. Marie P6A 1A3
General Inquiry (705)945-6941
Fax (705)945-6943

NIAGARA/SOUTHWESTERN REGION

NIAGARA REGION

FORT ERIE TRAVEL INFORMATION CENTRE
100 Goderich St
Fort Erie L2A 5X4
General Inquiry (905)871-3505
Fax (905)871-6461

NIAGARA FALLS TRAVEL INFORMATION CENTRE
5355 Stanley Ave
Niagara Falls L2E 7C2
General Inquiry (905)358-3221
Fax (905)358-6441

ST CATHARINES TRAVEL INFORMATION CENTRE
RR 4
Niagara-on-the-Lake L0S 1J0
General Inquiry (905)684-6354
Fax (905)684-3634

SOUTHWESTERN REGION

SARNIA TRAVEL
INFORMATION CENTRE
1415 Venetian Blvd
Sarnia N7T 7W7
General Inquiry (519)344-7403
Fax (519)332-4576

WINDSOR HURON TRAVEL
INFORMATION CENTRE
1235 Huron Church Rd
Windsor N9C 2K6
General Inquiry (519)973-1310
Fax (519)973-1313

WINDSOR PARK TRAVEL
INFORMATION CENTRE
110 Park Rd E
Windsor N9A 3A9
General Inquiry (519)973-1338
Fax (519)973-1341

TOURISM POLICY AND RESEARCH BRANCH
Hearst Block
4th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)314-7325
Fax (416)314-7341
http://www.gov.on.ca

The **Tourism** Policy and Research Branch focuses on enhancing the competitiveness of Ontario's tourism industry by monitoring domestic and international tourism trends and determines their impacts on Ontario's tourism industry; designs and conducts quality research initiatives to identify competitive strengths, weaknesses, opportunities, and threats; develops tourism policies and focused strategies that enhance the overall competitiveness, growth and development of the tourism industry; develops and implements special projects to address new and emerging critical tourism issues.

AGENCIES, BOARDS AND COMMISSIONS

METRO TORONTO CONVENTION CENTRE CORPORATION
255 Front St W
Toronto M5V 2W6
General Inquiry (416)585-8164
Fax (416)585-8270

The Metro Toronto Convention Centre Corporation is a Schedule II agency of the Ministry of Economic Development, Trade and Tourism. Since opening in October 1984, the centre has earned a reputation as a world-class facility hosting more than 2 million visitors a year. Consisting of a 200,000 sq. ft. column-free exhibit hall, 28,000 sq. ft. ballroom, 1,350 seat theatre, 40 meeting rooms, professional food preparation facilities and a 1,200 space parking garage, the centre accommodates small meetings for under 100 people to **conventions** of 15,000 and consumer shows attracting more than 200,000 people. The convention centre's consistent and outstanding quality in food and service is unsurpassed in North America.

NIAGARA PARKS COMMISSION
Administrative Bldg Oak Hall
PO Box 150
Niagara Falls L2E 6T2
General Inquiry (905)356-2241
Toll Free 1-800-263-2558
Fax (905)354-6041

The Niagara **Parks** Commission operates a park system consisting of 1,254 hectares along the Niagara River from Lake Erie to Lake Ontario. Within this park are **recreation** areas, scenic attractions, a marina, restaurants, **gift shops**, **historic sites**, **golf courses** and a horticultural school. The commission administers the Niagara Parks Act.

OTTAWA CONGRESS CENTRE
55 Colonel By Dr
Ottawa K1N 9J2
General Inquiry (613)563-1984
Fax (613)563-7646

The Ottawa Congress Centre, a Schedule II Agency of the Ministry of Economic Development, Trade and Tourism, forms part of the Rideau Centre shopping complex located in Ottawa's most popular tourist area. The centre's main Congress Hall, a free-span space with a 24-foot ceiling, accommodates up to 5,000 delegates in plenary session and 3,500 dining. The lower Capital Hall level can be arranged into several break-off rooms for groups of 50 or more. In all meeting rooms, three different types of simultaneous **translation** systems provide service for bilingual, multilingual and top security conferences. Meeting rooms are also equipped for video projection and multi-image slide presentations. Permanent projection booths may be used for front projections directly on to permanently mounted screens.

ACTS

Development Corporations Act
IDEA Corporation Act [Act not consolidated]
Massey-Furguson Limited Act, 1981 [Act not consolidated]
Metropolitan Toronto Convention Centre Corporation Act
Ministry of Industry, Trade and Technology Act
Niagara Parks Act
Ontario Casino Corporation Act, 1993
Ontario Lottery Corporation Act
Ontario Place Corporation Act
Ontario Regulation 111/92 - Ontario Aerospace Corporation
Ontario Regulation 269/90 - Innovation Ontario Corporation
Ontario Regulation 512/94 - Ontario International Trade Corporation
Ontario Telephone Development Corporation Act
Ottawa Congress Centre Act
Research Foundation Act
St. Clair Parkway Commission Act
St. Lawrence Parks Commission Act
Technology Centres Act
Telephone Act
Tourism Act

MINISTRY OF EDUCATION AND TRAINING

Mowat Block
22nd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2929
Fax (416)325-2608
http://www.edu.gov.on.ca
8:00 - 6:00

Ministry of Education and Training responsibilities include: ensuring the provision of elementary and secondary education for the entire province; and the development, coordination and administration of policies regarding universities and colleges and workplace training programs.

DEPUTY MINISTER'S OFFICE

POLICY LIAISON AND COORDINATION UNIT

Mowat Block
22nd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2810

The Policy Liaison and Coordinator Unit supports the Minister, Parliamentary Assistants, Minister's staff and Deputy Minister by providing accurate and timely information and briefing materials on current issues. It coordinates and tracks the ministry's policy and legislative agenda and the movement of ministry items through the Cabinet process; provides the Minister and Deputy Minister with a single contact point for accessing policy coordination and briefing services to support the Minister's and Deputy Minister's attendance at Cabinet, Cabinet Committee and Deputy Minister's Committee meetings; manages the process which reviews and recommends Minister and Parliamentary Assistants participation in meetings/events; provides secretariat support to the weekly Policy Forum and Senior Management Group meetings; and coordinates government-wide reviews and Orders-In-Council appointments.

COMMUNICATIONS BRANCH

Mowat Block
14th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2929
(416)325-2965 (Translations)
TTY 1-800-263-2892
Fax (416)325-2934 (Translations)

The Communications Branch provides communications advice and support to the Minister and Deputy Minister. It works with senior ministry personnel to identify, develop and implement a variety of communications programs for the education and training communities and the public. Services include media relations; issues management; answering telephone inquiries from the public; publishing guidelines for educators; writing and producing a variety of public information publications; managing the preparation of responses to Minister's and Deputy Minister's correspondence; coordinating special events; and coordinating advertising for the ministry.

Services offered to the Public:
Public Inquiries

CORPORATE MANAGEMENT AND SERVICES DIVISION

Mowat Block
3rd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2772
Fax (416)325-2778
8:30 - 4:45

The Corporate Management and Services Division is responsible for the administration of the ministry's financial and material resources; for the provision of administrative, financial, audit and library services; for the provision of legal services in support of ministry programs, policies and legislation; for the administration, development and support of the ministry human resources; for the provision of information management and data-processing services, systems development and maintenance, and technological support and training; and for the overall corporate planning of the ministry. The division is also responsible for administering the Workplace Discrimination and Harassment Prevention policy within the ministry, and for ensuring compliance to the French Language Services Act and the Freedom of the Information and Protection (FOI) Act.

AUDIT, COMPLIANCE AND EVALUATION BRANCH

Mowat Block
24th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2628
Fax (416)325-4742

The Audit, Compliance and Evaluation Branch is comprised of the following units: the Audit and Evaluation unit, the Freedom of Information and Protection of Privacy unit, and the French Language Services Coordination and Workplace Discrimination and Harassment Prevention unit.

AUDIT AND EVALUATION

Mowat Block
24th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2628
Fax (416)325-4742
8:30 - 4:45

The Audit Unit provides comprehensive reviews and conducts special assignments for the Ministry of Education and Training. The unit provides advisory services for the ministry's management. It evaluates and reports on efficiency, economy and effectiveness of the financial, management and information technology systems, and controls and practices governing the activities of the ministry. These activities assure senior management of compliance with policies and procedures, and provide verification of the integrity and documented support for financial management decisions. The unit also assists the ministry to implement performance measurement, accountability and quality systems.

FREEDOM OF INFORMATION AND PRIVACY
Mowat Block
24th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2626
Fax (416)325-4742

The FOIPP Unit is responsible for compliance to the Freedom of Information and Protection of Privacy Act within the Ministry of Education and Training, its district offices and affiliated agencies. This unit responds to requests for information made under the Act. It monitors and makes recommendations on the ministry's policies and procedures with respect to collecting and releasing information.

Services offered to the Public:
Access to Information
Privacy Compliance

FRENCH LANGUAGE SERVICES AND WDHP
Mowat Block
24th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-0070
Fax (416)325-4742
8:30 - 5:00

The French Language Services Coordination Unit is responsible for providing strategic advice and coordinating activities which ensure the delivery of French language services to the public, in compliance with the French Language Services Act. This includes monitoring positions which are designated bilingual, compiling annual reports, responding to enquiries from the public regarding the ministry's provision of French language services, maintaining contracts for simultaneous translation and coordinating French language development courses and evaluations for employees. The Workplace Discrimination and Harassment Prevention Unit promotes and coordinates workplace discrimination and harassment prevention programs in the ministry. The unit investigates and reports on any discrimination/harassment complaints made by ministry staff.

CORPORATE PLANNING BRANCH
Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-1818
Fax (416)325-1835

The Corporate Planning Branch provides the link between funding and policy in the ministry. The key functions are as follows: plan, coordinate and provide strategic advice and technical leadership for the ministry's strategic directions and priority setting processes, fiscal planning activities and the development and implementation of an integrated planning and policy framework for the ministry; lead the ministry business planning/estimates process to integrate policy and target money at policy priorities; monitor and report on the ministry's financial position; and discuss/liaise with the central agencies of Management Board and Ministry of Finance on ministry financial issues.

FINANCE AND ADMINISTRATION SERVICES BRANCH
Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4521
Fax (416)325-1835

The Finance and Administration Services Branch provides or contracts for services to the ministry in the areas of accounting, transfer payments, purchasing of goods and services, printing (internal/external), duplicating, forms design, mail and distribution services, records management, library services, shipping/receiving and accommodation services. The finance portion of the branch is responsible to clients in advice, payments of invoices, transfer payments, the acceptance of journal entries and travel reimbursements; and to the corporation in reports and information support. The branch is also responsible for maintaining the ministry's Financial Information System (FIS). The branch directly provides or assists other branches in providing central agencies' information requirements.

Services offered to the Public:
Records Management

HUMAN RESOURCES PLANNING AND SERVICES BRANCH
Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-9045
Fax (416)327-9043
8:30 - 5:00

The Human Resources Planning and Services Branch provides leadership and advice in strategic human resources planning, the development of human resources policies and procedures, organization design and classification, staffing, labour relations, workplace health and safety, equal opportunity, employment transition, organization development, training and development and employee compensation and benefits.

INFORMATION TECHNOLOGY SERVICES BRANCH
Mowat Block
24th Flr, 900 Bay St
Toronto M7A 1L2
(416)325-4357 (Information Technology Help Line)
Fax (416)325-2262

The Information Technology Services Branch is responsible for the planning and delivery of coordinated, accessible and flexible information technology and related services to the Ministry of Education and Training in support of its vision in ensuring excellence in student achievement, in innovative practice, and in the quality and relevance in training.

LEGAL SERVICES BRANCH
Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2400
Fax (416)325-2410

The Legal Services Branch provides the ministry with legal services in all areas of education law, including giving legal advice on ministry programs and policy; drafting legislation and regulations to implement ministry policy; interpreting legislation and regulations; preparing and reviewing other legal documents; overseeing litigation before Courts and Tribunals; and negotiating disputes.

ELEMENTARY/SECONDARY OPERATIONS & FRENCH LANGUAGE EDUCATION DIVISION

Mowat Block
22nd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2114
Fax (416)327-1182
8:00 - 5:00

The Elementary/Secondary Operations and French-Language **Education** Division focuses on implementation of ministry policy and on the delivery of support services to elementary and secondary schools. It plays a leading role in the development of policies and programs that address the educational needs of French-language schools; is responsible for the administration of capital and operating grants, and the implementation and monitoring of policies and programs; clarifies legislation, policy and program requirements with school boards and ensures their compliance, through its district offices; operates and manages the Provincial and Demonstration Schools, which provide programs and services for English and French speaking **students** who are deaf, blind, deaf-blind, or learning-disabled; and develops and provides a comprehensive distance education program in English and French at both elementary and secondary school levels for all Ontario residents through the Independent Learning Centre.

CAPITAL AND OPERATING GRANTS ADMINISTRATION BRANCH
Mowat Block
21st Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4242
Fax (416)325-4024
Fax (416)325-2007
8:30 - 5:00

The Capital and Operating Grants Administration Branch is responsible for the administration of and accountability for capital and operating grants for **school boards**, including: administering the capital support program for school boards; administering the operating grant program for school boards; designing and conducting audits of enrolment and other grant programs to ensure appropriate accountability; liaising with school boards to clarify and interpret **funding** policy and to assess the implications of funding policies on board operations; and administering the budget approval process for isolate boards.

Services offered to the Public:
Operating Grants - School Boards

FRENCH LANGUAGE EDUCATION POLICY AND PROGRAMS BRANCH
Mowat Block
17th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2127
Fax (416)325-9252
8:30 - 5:00

The **French** Language Policy and Programs Branch develops curricula for French elementary and secondary **education** that define provincially consistent requirements, develop expectations for student achievement, and develop provincial education policy as it relates to French-language **schools**. The branch also facilitates partnerships that expand the use of technology in French-language schools; administers French-language education elementary/secondary **funding** programs including the Official Languages in Education Protocol; coordinates research and analysis in terms of content and process with respect to French-language education; plans, develops, and coordinates liaison activities within MET and other ministries and agencies as they relate to French-language education; and monitors and advises on issues pertaining to liaison with the French-language community.

Services offered to the Public:
Amnagement linguistique (AL) Policy Fund

INDEPENDENT LEARNING CENTRE
Suite 400, 20 Bay St
Toronto M5J 2W1
(416)325-4388 (Student Inquiry - English)
(416)325-4360 (Student Inquiry - French)
Toll Free 1-800-387-5512
Toll Free French 1-800-265-0454
Fax (416)314-8575 (Student)
Fax (416)325-4675 (Administrative)
http://ilc.edu.gov.on.ca
8:30 - 5:00

The Independent Learning Centre (ILC) provides **distance education** courses in **English** and **French** for Ontario residents who want to complete their secondary school education, upgrade basic skills or study for personal development. A wide range of secondary school credit courses is offered. A $25 administrative fee is charged for each course request. The fee is refunded when the student completes the course requirements. Courses can be started and completed at any time of the year. **Certificates** and **diplomas** are also awarded at any time of the year. **ILC** also offers a non-credit adult basic education program, including English as a Second **Language** (ESL) and **literacy** courses. An elementary program is available for **children** who are unable to attend school due to temporary residence outside Ontario.

Services offered to the Public:
Adult Secondary School Program

Community Access Sites
Elementary School Program
General Education Development
Identifiable Groups
Out of Province - Temporarily
Sales Program

OPERATIONS AND FIELD SERVICES BRANCH
Mowat Block
12th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2467
Fax (416)325-2517

The Operations and Field Services Branch coordinates the activities of seven District Offices located throughout Ontario. Some of the major functions of the branch are as follows: monitor program implementation in the elementary/secondary education system; clarify ministry policies and programs to the elementary/secondary education community; ensure field input in the development of ministry policies; and report on the effectiveness of the school system.

DISTRICT OFFICES

BARRIE DISTRICT OFFICE
2nd Flr, 20 Rose St
Box 1010
Barrie L4M 2T2
General Inquiry (705)725-7627
Toll Free 1-800-471-0713
Fax (705)725-7635
Toll Free Fax 1-800-471-2584

KITCHENER-WATERLOO DISTRICT OFFICE
Suite 903, 30 Duke St W
Kitchener N2H 6N9
General Inquiry (519)571-6133
Toll Free 1-800-909-6553
Fax (519)571-6148

LONDON DISTRICT OFFICE
Suite 207, 217 York St
London N6A 5P9
General Inquiry (519)667-1440
Toll Free 1-800-265-4221
Fax (519)667-9769

METRO/GTA DISTRICT OFFICE
2nd Flr, 880 Bay St
Toronto M7A 1N3
General Inquiry (416)325-6874
Fax (416)325-4190
Fax (416)325-4153

NORTH BAY/SUDBURY DISTRICT OFFICE
447 McKeown Ave
Box 3020
North Bay P1B 8K7
General Inquiry (705)474-7210
Toll Free 1-800-461-9570
Fax (705)497-6896 (North Bay)
Fax (705)564-4233 (Sudbury)

OTTAWA DISTRICT OFFICE
Suite 504, 1580 Merivale Rd
Nepean K2G 4B5
General Inquiry (613)225-9210
Toll Free 1-800-267-1067
Fax (613)225-2881
9:00 - 5:00 

THUNDER BAY DISTRICT OFFICE
Suite 111, 435 James St S
Thunder Bay P7E 6E3
General Inquiry (807)475-1571
Toll Free 1-800-465-5020
Fax (807)475-1550

PROVINCIAL SCHOOLS BRANCH
255 Ontario St S
Milton L9T 2M5
General Inquiry (905)878-2851
TTY (905)878-7195
Fax (905)878-1354
Fax (905)878-5405
8 :30 - 4:45

The Provincial **Schools** Branch apprises the minister on the daily operations of the provincial and demonstration schools. Liaison is provided with professional and parent associations and government agencies regarding programs and services for **blind**, deaf, deaf/blind and pupils with severe learning disabilities. The provincial schools also provide resource services to pre-school **deaf** and deaf/blind **children** and their families and consultative services to **school boards**. The demonstration schools provide in-service teacher **education** and consultative services to school boards.

Services offered to the Public:
Amethyst School Residential, Educational and Teacher Education Programs
Centre Jules-Leger Residential, Educational and Teacher Education Programs
Demonstration Schools Residential, Educational and Teacher Education Programs
Ernest C. Drury School for the Deaf Residential and Day School Programs
Robarts School for the Deaf Residential and Day School Programs
Sagonaska School Educational, Residential and Teacher Education Programs
Sir James Whitney School for the Deaf Residential and Day School Programs
Trillium School Residential and Educational Programs
W. Ross Macdonald School Residential and Day School Programs

DEMONSTRATION SCHOOLS

AMETHYST SCHOOL
1090 Highbury Ave
PO Box 7300
London N5Y 4V9
General Inquiry (519)453-4400
8:30 - 4:30

CENTRE JULES-LEGER
281 Lanark Ave
Ottawa K1Z 6R8
General Inquiry (613)761-9300
TTY (613)761-9302
TTY (613)761-9304
Fax (613)761-9301
8:30 - 4:30

SAGONASKA SCHOOL
350 Dundas St W
Belleville K8P 1B2
General Inquiry (613)967-2830
Fax (613)967-2482
8:30 - 4:30

TRILLIUM SCHOOL
347 Ontario St S
Milton L9T 3X9
General Inquiry (905)878-8428
Fax (905)878-7540
8:30 - 4:30

SCHOOLS FOR THE BLIND AND DEAF

AMETHYST SCHOOL
1090 Highbury Ave
London N5Y 4V9
General Inquiry (519)453-4400
Fax (519)453-2160
8:30 - 4:30

SIR JAMES WHITNEY SCHOOL
350 Dundas St W
Belleville K8P 1B2
TTY (613)967-2823
Fax (613)967-2857
8:15 - 4:30

ERNEST C DRURY SCHOOL
255 Ontario St S
Milton L9T 2M5
General Inquiry (905)878-2851
TTY (905)878-7195
Fax (905)878-1354
8:30 - 4:45

W ROSS MACDONALD SCHOOL
350 Brant Ave
Brantford N3T 3J9
General Inquiry (519)759-0730
Fax (519)759-4741
8:00 - 4:30

ROBARTS SCHOOL
1090 Highbury Ave
London N5Y 4V9
TTY (519)453-4400
Fax (519)453-7943
8:30 - 4:30

ELEMENTARY/SECONDARY POLICY DIVISION

Mowat Block
22nd Flr, 900 Bay St
Toronto M7A 1L2
(416)325-2373 (Education Programs and Services Division)
Fax (416)325-2381 (Education Programs and Services Division)
Fax (416)327-1182

The Elementary/Secondary Policy Division is accountable for providing policy analysis and advice to help the Minister and government set strategic directions for elementary and secondary education. The division develops, leads and coordinates policy and programs for elementary and secondary education, and provides a range of policy information and research services. The division is also responsible for the overall reform and restructuring of the sector. Key reforms include curriculum and standards development, secondary school reform, and frameworks for governance, funding and collective bargaining. Division activities include key liaison with new agencies established to ensure quality and accountability (the Education Quality and Accountability Office and the Ontario College of Teachers) and the strengthening of links with stakeholders and with key national and international partners.

CURRICULUM LEARNING AND TEACHING BRANCH
Mowat Block
16th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2500
Fax (416)325-2575

The purpose of the Curriculum Learning and Teaching Branch is to develop policies, programs and procedures to support the provision of quality education programs in Ontario elementary, secondary and post secondary institutions. It provides leadership in elementary and secondary curriculum development, evaluation and procurement of learning materials for elementary and secondary **schools**, development **standards** and the provincial report card, and the use of electronic technology to support curriculum and learning.

Services offered to the Public:
Circular 14 Learning Materials
Official Languages Monitor Program
Ontario Software Acquisition Program

EDUCATION FINANCE BRANCH
Mowat Block
21st Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2830
Fax (416)325-6370

The Education Finance Branch provides direction on education funding policy including the GLG process, education finance reform, and teachers' pension plans.

POLICY BRANCH
Mowat Block
15th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2663
Fax (416)325-2664

The Policy Branch works in collaboration with other branches, divisions and ministries in providing a range of policy services. The branch leads the development of strategic policy for elementary and secondary education with key lead responsibilities for strategic planning; policy information; special education; analysis and research; national and international liaison; and corporate linkage to Cabinet Office, Premier's office, other key policy ministries, Ontario College of Teachers, and stakeholder groups.

NATIONAL AND INTERNATIONAL LIAISON UNIT
Mowat Block
15th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-3861
Fax (416)325-2664

The unit coordinates liaison between the Ministry of Education and Training (MET) and national/international organizations including MET's participation in the Council of

Ministers of Education, Canada (CMEC), Key national projects include the School Achievement Indicators Program (SAIP) and the development of performance indicators and the National Report. The unit supports meetings between ministry senior officials, the Minister and foreign visitors, and works to strengthen linkages with other jurisdictions. The unit also liaises with and coordinates MET's links with elementary and secondary stakeholders with the goal of promoting effective dialogue on the policy agenda.

Services offered to the Public:
Council of Ministers of Education, Canada

POLICY ANALYSIS UNIT
Mowat Block
15th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2680
Fax (416)325-2664
8:00 - 5:00

The unit leads and coordinates policy development on elementary/secondary education issues and provides leadership for key policy areas such as special education and EQAO liaison. It also provides a wide range of policy analysis services and liaises with Cabinet Office, other ministries, Ontario College of Teachers, other MET divisions and the Corporate Secretariat on elementary/secondary policy issues.

Services offered to the Public:
Advisory Council on Special Education

POLICY INFORMATION AND RESEARCH UNIT
Mowat Block
15th Flr, 900 Bay St
Toronto M7A 1L2
Fax (416)325-4344
General Inquiry (416)325-2681

The unit provides a range of information research services (including liaison with OISE re: transfer grant priorities) to inform and support the development of strategic policy and an accountability framework for the elementary/secondary education sector.

STRATEGIC PLANNING UNIT
Mowat Block
15th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2662
Fax (416)325-2664

The unit coordinates establishment of strategic directions and priorities for elementary and secondary education, the development of a strategic plan for the division and divisional input into MET strategic and business plans. Also, it liaises with and coordinates MET's links with elementary and secondary stakeholders with the goal of promoting effective dialogue on the policy agenda.

LABOUR RELATIONS UNIT
Mowat Block
7th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2842
Fax (416)325-7247

The School Governance Branch-Labour Relations Unit focuses on managing the various labour relations activities within the education sector. The services include developing options and strategies on collective bargaining to support governance reform, monitoring teacher job actions, managing stakeholder relations relating to collective bargaining, developing policy on school board/teacher negotiations and liaising with the Education Relations Commission/Colleges Relations Commission.

POST SECONDARY EDUCATION DIVISION

Mowat Block
9th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2199
Fax (416)326-3256

The Post Secondary Education Division is responsible for the full range of the ministry's relationships with the post secondary education sector and is devoted full-time to building effective working relationships between the ministry and post secondary institutions and organizations.

COLLEGES BRANCH
Mowat Block
10th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-1816
Fax (416)325-2245

The **Colleges** Branch develops, plans, coordinates, and implements the government's policy and program guidelines for the 25 Colleges of Applied Arts and Technologies (**CAATs**) including program quality, accreditation, and **standards**. It liaises with institutions and student organizations; provides advisory services to colleges in areas such as interpretation of policy and program guidelines, governance and accountability, Aboriginal education strategy, **French** language education, and distance education. It administers operating and capital grants, and monitors financial performance.

Services offered to the Public:
CAAT Capital Support Program
CAAT Operating Support Program
CAAT Program Quality Program

STUDENT SUPPORT BRANCH - THUNDER BAY
4th Flr, 189 Red River Rd
PO Box 4500
Thunder Bay P7B 6G9
General Inquiry (807)343-7260
Other 1-800-465-3958 (Telephone Device for the Deaf)
(900)565-6727 (Automated Voice Response System - $2.00 per call)
Toll Free 1-800-465-3023 (Accounts Receivable Telephone)
Fax (807)343-7278
http://osap.gov.on.ca

The Student Support Branch administers the Ontario Student Assistance Program (OSAP) that offers **financial assistance** in the form of **loans** or **bursaries** to Ontario **students** studying at approved **colleges** and **universities**. Loans are provided through the Canada Student Loans Program, Ontario Student Loans Program and Part-time Canada Student Loans Program. For further information on loans, bursaries and **scholarships**, students should contact the Financial Aid Office located at the post secondary institution they plan to attend. Students attending out-of-province institutions should contact the Student Support Branch.

Services offered to the Public:
Bursary for Students with Disabilities
Canada Student Loans
Child-Care Bursary Plan
Ontario Special Bursary Plan
Ontario Student Assistance Program
Ontario Student Loans Plan
Ontario Student Loans Plan Interest Relief
Ontario Work Study Plan

UNIVERSITIES BRANCH
Mowat Block
9th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-1953
Fax (416)325-1959

The **Universities** Branch develops, plans, coordinates, and implements the government's policy and program guidelines for the university sector and monitors program effectiveness. It provides a wide range of advisory services to the province's universities in areas such as interpretation and application of policy and program guidelines, **French**-language education and programming, distance education, and liaison with student organizations. The branch also administers special, capital and operating **grants** to universities.

Services offered to the Public:
Ontario/Quebec Health Study Program
University Student Information System - University Affairs Reports Student Records

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TRAINING DIVISION

Mowat Block
3rd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2990
Fax (416)325-2995

The Training Division is responsible for **labour** market research and policy; management and operation of the training system including apprenticeship, employment preparation and basic skills programs, literacy, youth employment services, and training services for employers; and the development and delivery of an integrated and cost-efficient training system that is consistent with the government's social, economic and fiscal priorities. The office of the Assistant Deputy Minister for Training oversees the operation of three branches within the division: the Labour Market Policy, Planning and Research Branch; the Workplace Preparation Branch; and the Workplace Support Services Branch. In addition to these branches, the division is responsible for the Apprenticeship Reform Project and the **Adult Education** Project.

ADULT EDUCATION PROJECT

Mowat Block
3rd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-0445
Fax (416)325-2995

The unit is responsible for policy and program development in the areas of adult second language training (ESL/FSL), academic upgrading, lifelong learning, and prior learning **assessment** and recognition (PLAR).

APPRENTICESHIP REFORM PROJECT

Mowat Block
3rd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-5724
Fax (416)326-6573

The Apprenticeship Reform Project has a mandate to lead a process of reform of Ontario's apprenticeship system, including the legislative, policy and funding and delivery framework. New directions for apprenticeship were announced January 19, 1998 and implementation has begun.

LABOUR MARKET POLICY PLANNING AND RESEARCH BRANCH

Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-6592
Fax (416)314-3872

Labour Market Policy, Planning and Research (LMPPR) is responsible for the development of labour market and training policy for Ontario. LMPPR provides the Ministry of Education and Training with policy development, analysis and coordination support; conducts planning, research and evaluation with respect to labour market/training matters; conducts local board liaison; and manages relations with the federal government and other provinces for labour market issues including labour mobility.

LABOUR MARKET INFORMATION/RESEARCH UNIT
Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-1754
Fax (416)326-6024

The Labour Market Information and Research Unit provides labour market information and research services to support policy development, program planning and program review within the division and throughout the ministry.

LABOUR MARKET POLICY DEVELOPMENT & INTERGOVERNMENTAL RELATIONS
Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-3864
Fax (416)314-3872

The Labour Market Policy Development and Intergovernmental Relations unit provides macro-level policy development for labour market issues, and coordinates the Ministry's involvement in intergovernmental initiatives and negotiations in the area of labour market development, including labour mobility issues.

LOCAL BOARDS LIAISON/COMMUNITY RELATIONS
Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-6495
Fax (416)326-6644

Local Boards Liaison/Community Relations supports the work of Local Boards across Ontario, in cooperation with Human Resources Development Canada and the Canadian Labour Force Development Board.

PLANNING AND EVALUATION
Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-6613
Fax (416)326-6820

The Planning and Evaluation Unit leads the planning and evaluation processes for the division

POLICY COORDINATION
Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2826
Fax (416)325-2927

The Policy Coordination Unit provides policy coordination services for the division; issues management; policy support to programs, and policy analysis regarding broader labour market issues.

WORKPLACE PREPARATION BRANCH
Mowat Block
23rd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-5837
TTY 1-800-637-0743
Toll Free 1-800-387-5656 (Training Hotline)
Fax (416)326-5911& 325-5505

The **Workplace** Preparation Branch administers **employment** preparation and **literacy** and basic skills programs that help **adults**, **youth** and **social assistance** recipients gain the skills and knowledge they need to find and keep **jobs** or meet everyday needs. It also operates a toll free **Training** Hotline that provides employment and training program information to the general public.

Services offered to the Public:
Job Connect

LITERACY AND BASIC SKILLS
Mowat Block
23rd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-5482
TTY (416)326-5493
Fax (416)326-5505

The **Literacy** and Basic Skills (LBS) Section assists individuals and communities to develop literacy and other basic skills in order to achieve social, cultural and economic goals. This goal is accomplished through policy and program development, consultation, program support, resource provision, and development of support services for literacy providers. The Literacy and Basic Skills (LBS) program funds **colleges**, boards of **education** and community agencies to provide literacy and basic skills training to **adults**, age 19 and up, who are out of school and without the literacy skills necessary to find and keep a job to meet everyday needs. Training is offered through a variety of methods including one-on-one tutoring, small groups and classes. Training may be offered in the evening or on weekends, as well as during the day.

Services offered to the Public:
Adult Basic Literacy/Numeracy Program
Ontario Basic Skills Program
Ontario Community Literacy Program

CENTRAL ONTARIO
Mowat Block
23rd Flr, 900 Bay St
Toronto M7A 1L2
(416)326-5472 (Literacy And Basic Skills)
TTY (416)326-5493
Fax (416)326-5505 (Metro Toronto, Halton & Durham Regions and Simcoe County)
8:30 - 5:00

EASTERN ONTARIO
Suite 306, 1055 Princess St
Kingston K7L 5T3
(613)545-4435 (Literacy And Basic Skills)
Fax (613)545-1204 (West of Victoria County including Kingston and Ottawa)
9:00 - 5:00

NORTHERN ONTARIO
450 Notre Dame Ave
Sudbury P3C 5K8
(705)945-6801 (Literacy And Basic Skills)
Fax (705)564-3033 (South to Muskoka and Haliburton Counties)
9:00-5:00

WESTERN ONTARIO
285 Weber St N
Waterloo N2J 3H8
(519)885-6366 (Literacy And Basic Skills)
Fax (519)571-6047 (Southwestern Ontario, East to Hamilton-Wentworth & Wellington and Dufferin Counties)
9:00 - 5:00

TRAINING HOTLINE
Mowat Block
23rd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-5656
Toll Free 1-800-387-5656
Fax (416)326-5868

The Training Hotline is the central access point for information on all Ontario government training and **employment** initiatives including Ministry of **Education** and Training programs. Information counsellors assess callers' needs and provide guidance, give detailed information and referrals to related programs and services. Their resources also include information on employment training programs offered by other levels of government, as well as community agencies.

WORKPLACE SUPPORT SERVICES BRANCH, APPRENTICESHIP AND CLIENT SERVICES
5th Flr, 625 Church St
Toronto M7A 2B5
General Inquiry (416)326-5605
Fax (416)325-6162

The Workplace Support Services Branch develops, coordinates, implements, and evaluates **apprenticeship** and other **training** leading to **certification** in skilled occupations; provides expert advice on workplace needs **assessment**, training plans and human resources development; and works with **employers**, **employees**, organizations, communities and economic sectors to help them deal successfully with adjustment situations. The branch has four units: Apprenticeship and Client Services, Program Development and Standards, **Business** Training and Adjustment Services, and Program Support. Field offices are listed under Apprenticeship and Client Services Unit and Business Training and Adjustment Services Unit.

COMMUNITY COLLEGES

PETERBOROUGH
306 George St N
Peterborough L8R 3J2
General Inquiry (705)745-1199
Fax (705)745-1926
8:00 - 5:00

SARNIA
Suite 101, 1319 Exmouth St
Sarnia N7S 3Y1
General Inquiry (519)542-7705x22
Toll Free 1-800-363-8453
Fax (519)542-3391
8:00-5:00

SUDBURY
450 Notre Dame Ave
Sudbury P3C 5K8
General Inquiry (705)688-3030x39
Fax (705)688-3033
8:00 - 5:00

WATERLOO
Unit 5, 285 Weber St N
Waterloo N2J 3H8
General Inquiry (519)571-6009
Toll Free 1-800-399-1587
Fax (519)571-6047
8:00 - 5:00

PROGRAM DEVELOPMENT AND STANDARDS
5th Flr, 625 Church St
Toronto M4Y 2E8
General Inquiry (416)326-5605
Fax (416)326-5606

The Program Development and **Standards** Unit develops long-term, on-the-job apprenticeship **training** programs which provide individuals with certified competency in traditional skilled occupations such as electrician and plumber, and new occupations, such as child and **youth** worker; develops short-term, competency-based modular training programs, as required, including occupations regulated by the Ministry of Consumer and Commercial Relations' Boilers and Pressure Vessels Act; develops (in partnerships with **employers**, industry and unions), implements and maintains training materials for both apprenticeship and modular programs; develops Ontario certification **examinations** (in partnership with college and industry experts); and participates in the development of **Interprovincial** Standards (Red Seal) examinations. Most modular training takes place on the job, and trainee competency is assessed by the employer.

PROGRAM SUPPORT
5th Flr, 625 Church St
Toronto M4Y 2E8
General Inquiry (416)326-5605
Fax (416)326-5653

The Program Support Unit coordinates management information, the provincial purchase o apprenticeship training seats, planning and evaluation of Workplace Support Services Branch programs and activities; and the administration of the apprentice and modular records systems.

CENTRAL DISTRICT FIELD OFFICES

BARRIE
Ontario Government Bldg
114 Worsley St
Barrie L4M 1M1
General Inquiry (705)737-1431
Zenith 20860
Fax (905)737-5684
8:30 - 4:30

BRANTFORD
Suite 7, 515 Park Rd N
Brantford N3R 7K8
General Inquiry (519)756-5197
Zenith 20860
Fax (519)756-0724
8:30 - 4:30

HAMILTON
Ontario Government Bldg
7th Flr, 119 King St W
PO Box 2112
Hamilton L8P 4Y7
General Inquiry (905)521-7764
Toll Free 1-800-668-4479
Zenith 20860
Fax (905)521-7701
8:30 - 4:30

OWEN SOUND
Nor-Towne Plaza
Suite 108, 1131 2nd Ave E
Owen Sound N4K 2J1
General Inquiry (519)376-5790x23
Zenith 20860
Fax (519)376-4843
8:30 - 4:30

THOROLD
Unit 3 1st Flr, 3550 Schmon Pky
Thorold L2V 4Y6
General Inquiry (905)988-5528
Toll Free 1-800-263-4475
Fax (905)988-9250
8:30-4:30

EASTERN DISTRICT FIELD OFFICES

BELLEVILLE
Canada Trust Bldg
3rd Flr, 1 Bridge St E
Belleville K8N 5N9
General Inquiry (613)968-5558
Zenith 20860
Fax (613)968-2364
8:00 - 4:00

BROCKVILLE
Ontario Government Bldg
Oxford St
PO Box 1511
Brockville K6V 5Y6
General Inquiry (613)342-5481
Zenith 20860
Fax (613)342-9299
8:00 - 4:00

CORNWALL
113 Amelia St
Cornwall K6H 3P1
General Inquiry (613)938-9702
Zenith 20860
Fax (613)938-6627
8:30 - 4:30

KINGSTON
Suite 306, 1055 Princess St
Kingston K7L 5T3
General Inquiry (613)545-4338
Toll Free Zenith 20860
Fax (613)545-1204
8:30 - 4:30

OTTAWA
Suite 703, 1355 Bank St
Ottawa K1H 8K7
General Inquiry (613)731-7100
Zenith 20860
Fax (613)731-4160
8:30 - 4:30

PEMBROKE
169 Lake St
Pembroke K8A 5L8
General Inquiry (613)735-3911
Zenith 20860
Fax (613)735-6452
8:30 - 4:30

PETERBOROUGH
Ontario Government Bldg
306 George St N
Peterborough K9J 3H2
General Inquiry (705)745-1918
Zenith 20860
Fax (705)745-1926
8:00 - 4:00

NORTHERN DISTRICT FIELD OFFICES

KENORA
810 Robertson St
P.O. Box 5290
Kenora P9N 3X9
General Inquiry (807)468-2879
Zenith 20860
Fax (807)468-2881
8:30 - 4:30

NORTH BAY
Northgate Plaza
2nd Flr, 1500 Fisher St
North Bay P1B 2H3
General Inquiry (705)495-8515
Zenith 20860
Fax (705)495-8517
8:30 - 4:30

SAULT STE MARIE
Roberta Bondar Pl
Suite 150, 70 Foster Dr
Sault Ste Marie P6A 6V9
General Inquiry (705)945-6815
Zenith 20860
Fax (705)945-6818
8:30 - 4:30

SUDBURY
450 Notre Dame Ave
Sudbury P3C 5K8
General Inquiry (705)564-3030
Zenith 20860
Fax (705)564-3033
8:30 - 4:30

THUNDER BAY
3rd Flr, 28 Cumberland St N
Thunder Bay P7A 4K9
General Inquiry (807)345-8888
Zenith 20860
Fax (807)343-7240
8:30 - 4:30

TIMMINS
Ontario Government Complex
C Wing, 1270 Hwy 101 E
PO Bag 3095
South Porcupine P0N 1H0
General Inquiry (705)235-1950
Zenith 20860
Fax (705)235-1955
8:30-4:30

SOUTHWEST DISTRICT FIELD OFFICES

CHATHAM
158 Keil Dr S
Chatham N7M 6B7
General Inquiry (519)351-2859
Fax (519)354-9615
8:00 - 4:00

LONDON
Suite 201, 217 York St
London N6A 5P9
General Inquiry (519)675-7788
Toll Free 1-800-265-1050
Zenith 20860
Fax (519)675-7795
8:30 - 4:30

SARNIA
Suite 101, 1319 Exmouth St
Sarnia N7S 3Y1
General Inquiry (519)542-7705
Toll Free 1-800-363-8453
Fax (519)542-3391
8:30 - 4:30

WATERLOO
285 Weber St N
Waterloo N2J 3H8
General Inquiry (519)571-6009
Toll Free 1-800-265-6180
Fax (519)571-6047
8:30 - 4:30

WINDSOR
2nd Flr, 1427 Ouellette Ave
Windsor N8K 1K1
General Inquiry (519)973-1441
Toll Free 1-800-663-5609
Fax (519)973-1415
8:30 - 4:30

PICKERING
Unit 1, 1420 Bayly St
Pickering L1W 3R4
General Inquiry (905)837-7721
Toll Free 1-800-461-4608
Fax (905)837-6726
Toll Free Fax 1-800-461-5385
8:30 - 4:30

TORONTO
1st Flr, 625 Church St
Toronto M4Y 2E8
General Inquiry (416)326-5800
Fax (416)326-5799
8:30 - 4:30

TORONTO DISTRICT FIELD OFFICES

MISSISSAUGA
Suite 610, 10 Kingsbridge Garden Cir
Mississauga L3R 3K6
General Inquiry (905)279-7333
Zenith 20860
Fax (905)279-7332
8:30 - 4:30

AGENCIES, BOARDS AND COMMISSIONS

ADVISORY COUNCIL ON SPECIAL EDUCATION

Mowat Block
15th Floor, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2829
Fax (416)325-2664
www.edu.gov.on.ca
9:00 - 5:00

The Advisory Council on Special **Education** was originally established in 1974 as a committee and reconstituted as a council in 1986. The Council advises the Minister of Education and Training on any matter related to the establishment and provision of special education programs and services for exceptional **students**, including the identification and provision of early intervention programs for students with special needs. The Council consists of 21 members, most of whom represent either an exceptionality (e.g. developmental disabilities, giftedness) or a profession (e.g., teaching, social work). There is also a representative for students and youth, and there are two representatives from the Ministry of Health and the Ministry of Community and Social Services who sit as non-voting members. All Council members are appointed by the Minister of Education and Training. The Council meets three times a year - February, June and November.

EDUCATION IMPROVEMENT COMMISSION
Mowat Block
13th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-1073
Toll Free 1-800-344-6582
Fax (416)325-1080
http://eic.edu.gov.on.ca
8:30 - 5:00

The Education Improvement Commission was established in 1997 under the Fewer **School Boards** Act. It oversees the transition to the new system of education governance in Ontario, ensuring that the establishment of the new district school boards takes place in an organized and careful way, and identifies key issues for the Minister. The commission coordinates processes relating to trustee elections, provides for the transfer of assets, liabilities and staff from existing school boards to the district school boards and for the resolution of disputes. It also consults, conducts research and makes recommendations to the Minister on a number of matters, including the role of trustees, the role of school councils, and feasibility of increasing parental involvement in education governance.

EDUCATION QUALITY AND ACCOUNTABILITY OFFICE
Suite 1200, 12th Flr, 2 Carlton St
Toronto M5B 2M9
Toll Free 1-888-327-7377 (General Inquiry)
Fax (416)325-2956 (CEO's Office/Policy and Planning)
Fax (416)325-0831 (Assessment)
www.eqao.com
8:30 - 5:00

The responsibilities of the Education Quality and Accountability Office are focused on providing, or ensuring the provision of, clear, accurate and relevant information on the quality of education in Ontario; recommending improvement strategies; and promoting the best educational practices. This includes implementing a comprehensive program of student **assessment** within the government-established parameters; advising the Minister of Education and Training on assessment policy, conducting quality reviews; developing a provincial performance indicators system; supporting Ontario's participation in national and international assessment policy initiatives; reporting to the Minister, public and education community on system-quality issues; and supporting research and strategies for enhancing learning for all **students**.

LANGUAGES OF INSTRUCTION COMMISSION OF ONTARIO
Suite 504, 5th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)314-3500
Fax (416)314-3502
8:30-4:30

The **Languages** of Instruction Commission of Ontario was established to help resolve disputes over the provision of **education** programs in the language of a **French** or **English** minority group. The commission intercedes in conflicts between school boards, parents and community groups of ratepayers.

ONTARIO COUNCIL OF REGENTS FOR COLLEGES OF APPLIED ARTS & TECHNOLOGY
13th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)325-2914
Fax (416)325-2917

The Ontario Council of Regents for **Colleges** of Applied Arts and Technology is a provincial agency established under the Ministry of Colleges and **Universities** Act. The council has three roles. First, it provides strategic policy advice to the Minister of Education and Training to promote and encourage the effectiveness of Ontario's 25 Colleges of Applied Arts and Technology. Second, the council has responsible for the overall quality of governance of the colleges, including authority to appoint the members of individual college boards. Third, the council, through the Colleges' Collective Bargaining Act, is the employer's agent for collective bargaining and related Human Resource Management issues.

ONTARIO GRADUATE SCHOLARSHIP PROGRAM - SELECTION BOARD
4th Flr, 189 Red River Rd
PO Box 4500
Thunder Bay P7B 6G9
General Inquiry (807)343-7257
Toll Free 1-800-465-3957
Fax (807)343-7278
http://osap.gov.on.ca
8:30 - 4:45

The Ontario Graduate Scholarship - Selection Board provides advice and recommendations to the Minister of **Education** and Training concerning the policies and administration of the Ontario Graduate Scholarship program and selects successful candidates for **funding** under the program.

ONTARIO PARENT COUNCIL
5th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)314-0426
Toll Free 1-800-361-6483
Fax (416)314-0425
www.edu.gov.on.ca
9:00 - 5:15

The Ontario **Parent Council** is an 18 member council created in 1993. The council's mandate is to give advice on elementary/secondary policy and program issues to the Minister of **Education** and Training and to promote parental involvement in the education system. The composition of the council reflects the geographic realities of Ontario and the diversity of its population.

Services offered to the Public:
Ontario Parents Communication Service

ONTARIO STUDENT ASSISTANCE APPEAL TRIBUNAL
4th Flr, 189 Red River Rd
Thunder Bay P7B 6G9
General Inquiry (807)325-4532
Fax (807)343-7278
8:30 - 4:30

The Ontario Student Assistance Appeal Tribunal advises the Minister of Education and Training on financial assistance given to the Ontario Student Assistance Program applicants.

PROVINCIAL SCHOOLS AUTHORITY
255 Ontario St S
Milton L9T 2M5
General Inquiry (905)878-7194
TTY (905)878-8405
Fax (905)878-2851
8:30-4:45

The Provincial Schools Authority (PSA) was established in 1975 under the Provincial Schools Negotiations Act. The Act created a bargaining unit of all **teachers** employed in provincially operated schools. The PSA negotiates a collective agreement with the Federation of Provincial School Authority Teachers (FOPSAT) on behalf of the ministries of Education and Training, and Solicitor General and Correctional Services. The PSA is the employer of record for teachers, principals and vice-principals. It handles **grievance**, leaves and other administrative functions.

SPECIAL EDUCATION TRIBUNALS - (ENGLISH/FRENCH) (ONTARIO)
8th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2723
Fax (416)325-4395
9:00 - 5:00

The Special **Education** Tribunals provide a final avenue of **appeal** for parents who disagree with recommendations of the Identification, Placement and Review Committee (IPRC), for either the identification of a pupil as an exceptional pupil or the placement of an exceptional pupil.

ACTS

An Act Respecting Queen's College at Kingston, 1874, as amended
Brock University Act, 1964
Carleton University Act, 1952
Colleges Collective Bargaining Act
Degree Granting Act
Development Charges Act, Part III
Education Act
Essex County French-language Secondary School Act, 1977
Lake Superior Board of Education Act, 1976
Lakehead University Act, 1965
Laurentian University of Sudbury Act, 1960
McMaster University, 1976

Metropolitan Separate School Board Act, 1953
Ministry of Colleges and Universities Act
Municipal and School Board Payments Adjustment Act
Nipissing University Act
Ontario College of Art Act, 1968-69
Ontario Institute for Studies in Education Act
Ontario School Trustees' Council Act
Ontario Training and Adjustment Board Act, 1993
Ontario Youth Employment Act
Ottawa-Carleton French-Language School Board Act
Private Vocational Schools Act
Provincial Schools Negotiations Act
Queen's College at Kingston, 1874
School Boards and Teachers Collective Negotiations Act
School Trust Conveyances Act
Teachers Pension Act
Teaching Profession Act
Trades Qualification Act
Trent University Act, 1962-63
University Foundations Act, 1992
University of Guelph Act, 1964
University of Ottawa Act, 1965
University of Toronto Act, 1971
University of Waterloo act, 1972
University of Western Ontario Act, 1982
University of Windsor Act, 1962-63
Wilfrid Laurier University Act, 1973
York University Act, 1965

MINISTRY OF ENERGY, SCIENCE AND TECHNOLOGY

Hearst Block
4th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)327-6758
Fax (416)327-0033
http://www.est.gov.on.ca
8:00 - 6:00

The Ministry's goal is to ensure access to affordable energy and encourage job creation and economic growth by fostering an effective and efficient framework of energy policy and regulation. A major policy direction is the introduction of competition in Ontario's electricity industry. The Ministry also has a lead role in policy development and coordination aimed at stimulating private sector investment in scientific research, innovation and technology development, and at increasing the effectiveness of the government's financial support for science and technology.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

Hearst Block
4th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)327-3855
Fax (416)326-3947

The Communications Branch supports the ministry's program delivery, policy coordination and consensus-building between its partner ministries within the provincial government and a broad network representing Ontario's business, academic, and research and development communities. Its objective is to raise awareness and promote understanding by the public and the ministry's sector partners of the ministry's goals and accomplishments. The branch provides services such as communications planning, produces communications materials such as speeches, news releases and publications, answers media and public inquiries, plans and carries out special events such as conferences, and oversees the ministry's Website.

BUSINESS PLANNING AND CORPORATE SERVICES DIVISION

Hearst Block
4th floor, 900 Bay Street
Toronto M7A 2E1
General Inquiry (416)327-6758
Fax (416)327-6755
8:30 - 4:45

The Business Planning and Corporate Services Division is responsible for providing corporate planning, administrative support and services to enhance the delivery of ministry programs. The Division supports and advises the Ministry to ensure compliance with the provincial government's policies and procedures on financial management, audit, asset

management, information and technology, procurement, budgetary control, freedom of information, human resource planning and management and French language services. The Division also acts as the coordinator for the Ministry's Year 2000 initiatives.

ENERGY DIVISION

3rd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)314-6223
Fax (416)314-6224
8:30-4:45

The Energy Division provides a structure to identify strategic issues; to coordinate policy and program development; and to coordinate and integrate interaction between the ministry and other governments.

ELECTRICITY POLICY BRANCH

3rd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)325-6559
Fax (416)325-7041
8:30 - 4:45

The Electricity Policy Branch provides expert analysis and develops policy options on issues relating to the electricity system in Ontario including supply, distribution and pricing. The Branch represents Ontario's interests in discussions with the federal government and other jurisdictions and provides the ministry's and government's principal liaison with Ontario Hydro, municipal utilities and other stakeholders in the electricity sector.

ELECTRICITY RESTRUCTURING OFFICE

3rd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)325-6552
Fax (416)325-6972
8:30 - 4:45

The Electricity Restructuring Office coordinates ministry policy development, consultation and stakeholder liaison on matters related to restructuring Ontario's electricity sector. The Office is responsible for overall project management and coordination of materials for Cabinet and legislative processes. The Office addresses a range of regulatory and structural policy issues associated with the introduction of competition in the electricity sector.

ENERGY POLICY BRANCH

3rd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)325-6591
Fax (416)325-7023
8:30 - 4:45

The Energy Policy Branch conducts financial and economic analysis related to the energy industry, regulatory issues, energy policy, and market structures. Through a shared services agreement the Branch provides environmental economics support to the Ministry of the Environment. The branch provides analysis, advice and liaison relating to alternative

transportation fuels, energy efficiency, and renewable energy. The branch is responsible for the ministry's climate change work and energy intergovernmental relations and contingency planning.

OIL AND GAS OFFICE
3rd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)325-6562
Fax (416)325-6981
8:30 - 4:45

The Oil and Gas Office provides analysis, advice and policy coordination on issues relating to the supply, distribution and pricing of natural gas, crude oil, petroleum products, petrochemicals and alternate transportation fuels. The Office provides the Ministry's main liaison with the Ontario Energy Board, the oil, gas and alternate transportation fuels industries and associations. It also represents Ontario's oil and gas interests in hearings before the National Energy Board and discussions with the federal government and other jurisdictions.

MARKET DESIGN COMMITTEE SECRETARIAT
Suite 1100, 151 Bloor St W
Toronto M5S 1S4
General Inquiry (416)326-3977
Fax (416)326-3988
omda.org
8:30 - 4:30

The Secretariat supports the Market Design Committee which will advise the government on the structure of Ontario's proposed competitive electricity market.

SCIENCE AND TECHNOLOGY DIVISION
11th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)314-8211
Fax (416)314-8224

The ministry's Science and **Technology** Division identifies opportunities to use provincial **investment** in scientific **research** and technology development to leverage financial support by the private sector and other partners. It helps Ontario businesses, institutions and individuals adopt new technologies and increase their ability to innovate, working to position Ontario as a jurisdiction where science and technology fuel economic growth and create long-term, high-value jobs. The division also coordinates policies and programs between ministries to get the most from the Ontario government's own research and science-related investments.

RESEARCH, TECHNOLOGY AND INNOVATION BRANCH
11th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)314-8206
(416)314-8209 (R&D Challenge Fund Secretariat)
(416)314-8211 (Centres Of Excellence Program)
(416)326-9602 (S&T Awareness)
Fax (416)314-8224
8:30 - 5:00

The **Research, Technology** and Innovation Branch is responsible for the R&D Challenge Fund, the Premier's Research Excellence **Awards**, the Centres of Excellence, Ontario's **international science** and technology agreements, promoting science and technology awareness, and building an Innovation Culture in Ontario.

INFORMATION AND COMMUNICATIONS TECHNOLOGIES BRANCH
11th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)326-9643
(416)326-9621 (Information Highway Secretariat)
(416)326-9631 (Information Technology and Digital Media Office)
Fax (416)326-9654
8:30 - 5:00

The Information and Communications Technologies Branch is responsible for the Information Highway Secretariat including the Telecommunications Access Partnerships program, Telecommunications policy, digital media sector relations, the Digital Media Small Business Growth Fund, and sector responsibilities for Information Technology and Telecommunications.

LIFE SCIENCES AND TECHNOLOGIES BRANCH
11th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)314-8206
(416)314-8211 (Health Industries Sector Office and Ontario Biotechnology Secretariat)
Fax (416)314-8244
8:30 - 4:30

The Life **Sciences** and Technologies Branch is responsible for the Health Industries Sector Office which has sector responsibility for pharmaceuticals, medical devices and bio-pharmaceuticals; and the **Biotechnology** Secretariat which provides a one-window approach to biotechnology issues within the Ontario government.

AGENCIES, BOARDS AND COMMISSIONS

ONTARIO ENERGY BOARD
Suite 2601, 2300 Yonge St
PO Box 2319
Toronto M4P 1E4
General Inquiry (416)481-1967
Fax (416)440-7665
8:15 - 4:30

The Ontario **Energy** Board regulates all **natural gas** utilities in Ontario except those municipally owned and controlled. It is responsible for determining rates and charges for the transmission, storage, distribution and sale of natural gas in the province; for the designation and authorization of natural gas storage areas; for authorizing construction of transmission lines; for authorizing **expropriation**s for natural gas pipelines; and for approving franchises for natural gas utilities to serve designated areas. The Board acts upon references from the Minister of Energy, Science and Technology regarding Ontario **Hydro** wholesale rates and other rate-related matters; from the Minister of Natural Resources regarding certain oil and gas matters; and from the Lieutenant Governor in Council on any question respecting energy. The Board is responsible to the Legislature through the Minister of Energy, Science and Technology.

ONTARIO HYDRO
Ontario Hydro
700 University Ave
Toronto M5G 1X6
General Inquiry (416)592-5111
http://www.hydro.on.ca
8:30 - 4:30

Ontario **Hydro** has three primary businesses structured to reflect the Government's White Paper calling for a new competitive marketplace. The generation of electricity takes place in GENCO, made up of fossil and hydroelectric assets, and Ontario Hydro Nuclear which is responsible for all of Hydro's nuclear facilities. The other major business, SERVCO, comprises our electricity sales and delivery functions. The transmission and distribution wires of this business form one of the largest electricity grids on the continent, with 30,000 kilometres of high voltage and 100,000 kilometres of low voltage wires. This group also includes the competitive businesses which meter, bill customers, buy and sell power, and ensure customers have the service they want. The Central Market Operator manages the exchange of electricity and its dispatch.

MINISTRY OF THE ENVIRONMENT

135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)325-4000
Toll Free 1-800-565-4923
Fax (416)323-4564
http://www.ene.gov.on.ca
8:30 - 4:30

The Ministry of the Environment's mandate is to protect and enhance the quality of the environment for the present and future well-being of the people of Ontario. The ministry's core business areas are: protecting the quality of the natural environment (environmental protection); and encouraging environmentally sustainable use of our water, land, energy and material resources (conservation). The ministry is responsible for developing programs and polices that protect air, water and land, and encouraging green industry and technologies. In October 1997, the Ministry of Environment and Energy was divided into two ministries: the Ministry of the Environment and the Ministry of Energy, Science and Technology.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

2nd Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-6602
Fax (416)314-6713
Fax (416)314-6711
http://www.ene.gov.on.ca
8:30 - 4:45

The Communications Branch provides information on ministry policies and programs to the general public and targeted audiences. Branch staff develops the ministry's corporate communications strategies, produces written and graphic communications materials and responds directly to enquiries from the general public and the media. The branch operates the ministry's Public Information Centre. Information on the ministry's programs and publications may be obtained by contacting the Public Information Centre (listed separately).

CORPORATE SECRETARIAT

12th Flr, 135 St Clair Ave W
Toronto M4V 1P5
Fax (416)314-6793
8:15-4:30

The Corporate Secretariat coordinates the provision of accurate and timely information and briefing material to the Deputy Minister, Minister and the Minister's office. It also performs a coordinating function between the ministry and government central agencies, including Cabinet Office. It prepares and coordinates responses to all letters addressed to the Minister. It is also responsible for liaison between the ministry and the Office of the Ombudsman of Ontario.

ENVIRONMENTAL BILL OF RIGHTS OFFICE
14th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-4143
Fax (416)314-4128

The **Environmental** Bill of Rights Office ensures, on behalf of the ministry, the compliance with the legal requirements of the EBR and manages, on behalf of government, the Environmental Registry, which acts as the principle tool to ensure the public's right to participate in government decision-making. Activities include: facilitating and improving information sharing with the public through the management and enhancement of the Environmental Registry; providing coordination, support and advice to MOEE staff, staff of other prescribed ministries, the Environmental Commissioner of Ontario and public/stakeholder groups; facilitating communications and training to internal/external agencies; and identifying and implementing streamlining and procedural improvements to the EBR including access to enhanced information using web technology and regulatory/legislative changes.

LEGAL SERVICES BRANCH
10th Flr, 135 St Clair Ave W
Toronto M4V 1P5
(416)314-6581 (Duty Council Line)
Fax (416)314-6579 (10th Flr)
Fax (416)314-6580 (9th Flr)

The Legal Services Branch provides legal advice, services and representation to the ministry. These activities include counselling the ministry on the interpretation of statutes and regulations, the preparation and review of proposed legislation, regulations and other legal documents, conducting prosecutions under provincial environmental legislation, representing the ministry before environmental, land-use planning and energy tribunals and providing a wide range of solicitors' services, including drafting of contracts and settling of claims. The branch is part of the Ministry of the Attorney General.

CORPORATE MANAGEMENT DIVISION

14th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-6426
Fax (416)314-6425

The Corporate Management Division is responsible for business and fiscal planning, budgetary control, and for ensuring the ministry's corporate information technology needs are met in a coordinated and cost effective manner. The division also ensures the efficient delivery of ministry programs and activities through the timely provision of human resources services, accommodation and supplies, audit and french language services. It acts as the ministry's liaison with central agencies, and ensures ministry compliance with government legislation and policies, including the requirements of the Freedom of Information and Protection of Privacy Act and the French Language Services Act. The division also provides the administrative support services (through a service agreement) to the Ministry of Energy, Science and Technology.

BUSINESS AND FISCAL PLANNING BRANCH
11th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-7360
Fax (416)314-7858
8:15 - 4:30

The Business and Fiscal Planning Branch provides strategic advice for, coordinates and monitors the ministry's business plans. The branch helps to develop and monitor ministry and divisional performance measurement criteria. It coordinates, analyzes, and monitors the ministry's estimates and budget and acts as a liaison with central agencies on fiscal planning issues. In addition, the branch provides financial services, including reporting and analysis, procurement, payment and control, as well as accommodation and facilities management. Business and Fiscal Planning Branch is also responsible for management of requests under the Freedom of Information and Personal Privacy Act.

FREEDOM OF INFORMATION AND RECORDED INFORMATION MANAGEMENT OFFICE
8th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-4075
Fax (416)314-4285

Freedom of Information and Recorded Information Management Office is responsible for implementing and administering the Freedom of Information and Protection of Privacy Act within the ministry and its affiliated agencies. It develops policies to assist staff in complying with the requirements of the act, coordinates access to information requests and represents the ministry when appeals are filed.

FRENCH SERVICES
7th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-7938
Fax (416)314-7949

This office provides guidance and assistance to the ministry and its agencies in the planning and effective delivery of programs, activities and services in French and serves as a link between the francophone community and the ministry. The French Services office also provides translation services, ensures the use of standardized environmental terminology in French and publishes a bilingual lexicon.

HUMAN RESOURCES BRANCH
5th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-9300
TTY (416)314-9336
Fax (416)314-9313
Fax (416)923-7521 (Employee Services/Career Management)
8:15 - 4:30

The Human Resources Branch provides the ministry's human resources management program including: establishing ministry human resource policies and procedures, implementing new initiatives to meet workplace quality goals, organizational design and

performance management. The branch approves appropriate compensation and classification levels for all employees, and is responsible for administration of employee pay and benefits and benefits counselling. The branch provides services, staff recruitment, employee counselling, labour relations and occupational health and safety services. The branch operates a career centre and offers career counselling, training and development. The branch oversees the classification and certification policies and programs related to **water** and **sewage** operators.

INFORMATION MANAGEMENT AND TECHNOLOGY BRANCH
11th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-5017
Fax (416)314-4781
8:30 - 4:30

The Information Management and Technology Branch is responsible for the design, planning, development, implementation and maintenance of information management and technology in support of ministry core businesses. Information management services include: the provision of strategic advice on application design, planning development of policies and standards, user education and maintenance of ministry systems. The branch is also responsible for the ministry's information technology infrastructure and the maintenance of the wide area network (WAN).

MANAGEMENT AUDIT BRANCH
5th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-9200
Fax (416)314-9220
8:15 - 4:30

The Management Audit Branch is responsible for carrying out a comprehensive program of internal audits by examining and evaluating financial and management controls within the ministry.

ENVIRONMENTAL SCIENCES AND STANDARDS DIVISION

14th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-6357
Fax (416)314-6358
Fax (416)314-7890 (4th Flr, Budget Coordinator)

The **Environmental** Sciences and Standards Division is responsible for ensuring that the ministry has the best available scientific and technological information for all the programs and policies developed to address priority issues. The division is also responsible for development of standards, analytical services and monitoring of ambient **air** and **water** quality to ensure protection of health and the environment. This division provides these services through its five branches:, Environmental Monitoring and Reporting, Drive Clean Office, Environmental Partnerships, Standards Development and Laboratory Services Branch.

ENVIRONMENTAL MONITORING AND REPORTING BRANCH
West Wing
125 Resources Rd
Etobicoke M9P 3V6
General Inquiry (416)235-6300
Fax (416)235-6235
8:30-4:30

The **Environmental** Monitoring and Reporting Branch provides environmental information province-wide through a multimedia monitoring network. It also coordinates data management, systems, and the preparation of reports for the Environmental Sciences and Standards Division.

ENVIRONMENTAL PARTNERSHIPS BRANCH
14th Flr, 2 St Clair Ave W
Toronto M4V 1L5
General Inquiry (416)327-7721
Fax (416)327-1261
8:30 - 4:45

The **Environmental** Partnerships Branch plays a key role in managing the Ministry's partnerships with private industry, **municipalities**, government and non-government organizations. The branch includes current programs such as the **Pollution** Prevention Pledge Program, Provincial **Water** Protection Fund, and services offered by Clean Productions Services, Environmental Technologies Section, Green Industry Office, and Water and **Sewage** Utilities Transfer. It will also eventually include new programs such as Drive Clean, and the Ontario **Great Lakes** Foundation. The branch offers services designed to: enhance and accelerate the use of pollution prevention, energy and water conservation and environmental management systems by industry and others; promote Ontario's environment industry; transfer water and sewer infrastructure responsibility from the province to municipalities; assist municipalities to achieve the **drinking water** standard; and promote cleaner **air** programs and Great Lakes renewal.

Services offered to the Public:
Assessment of Economics
Business Directory
Business Guide
Environment Industry Solutions
Marketing Guide

LABORATORY SERVICES BRANCH
125 Resources Rd
Etobicoke M9P 3V6
General Inquiry (416)235-5743
Fax (416)235-5744
8:15-4:30

The Laboratory Services Branch provides analytical support for the ministry's **environmental assessments** and environmental regulatory programs. It participates in planning programs, assists in data interpretation, updates analytical methods and develops procedures for measuring new environmental pollutants. The branch participates in

environmental **research** projects, studying the interaction of atmospheric and aquatic pollutants with the environment and its effect on human health. The technical **library**, located on Resources Road (416-235-5751), is open from 8:00 a.m. to 4:00 p.m., Monday to Friday. It provides technical information on environment-related matters to ministry staff and members of the public, (by appointment) and consists of textbooks, journals and ministry documents.

STANDARDS DEVELOPMENT BRANCH
12th Flr, 2 St Clair Ave W
Toronto M4V 1L5
General Inquiry (416)327-5519
Fax (416)327-9087 (12A Flr)
Fax (416)327-2936 (12th Flr)
leclered@ene.gov.on.ca
8:15-4:30

The Standards Development Branch mandate is to provide toxicological and risk **assessment** expertise for ministry programs, policies, and regulations; to identify and assess threats to ecosystem health, develop effective solutions, and promote ecosystem-based **watershed** management; and to engage in technology development and transfer by: developing and promulgating **environmental** standards to protect human health and ecosystem health and the quality of the natural environment; providng toxicological advice and diagnostic services on environmental **contaminants** and **pesticides**; assessing the performance of new and emerging environmental technologies and promoting technology transfer; and administering the Pesticides Act and providng direction on the responsible use of pesticides in Ontario.

INTEGRATED ENVIRONMENTAL PLANNING DIVISION

14th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-6338
Fax (416)314-6346

The Integrated Environmental Planning Division is responsible for integrating the overall policy development and planning functions of the ministry. This involves integrating and synthesizing all information, data and perspectives on the many aspects of the ministry's mandate. The division consults extensively on developing policies, strategies and programs that support the ministry's core businesses of conservation and environmental protection. The division is organized along functional areas which include: Waste Management Policy, Land Use Policy, Water Policy Branches as well as the **Air** Policy and Climate Change Branch.

AIR POLICY AND CLIMATE CHANGE BRANCH
12th Flr, 40 St Clair Ave W
Toronto M4V 1L5
General Inquiry (416)314-4135

The **Air** Policy and Climate Change Branch is responsible for the development of policies and programs for the improvement and protection of Ontario's air quality. The branch takes the lead on smog issues, acid rain, inhalable and respirable particulates issues and leads Ontario's position on climate change and other activities to reduce greenhouse gas emissions.

LAND USE POLICY BRANCH
10th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-7111
Fax (416)314-0444
8:30 - 4:30

The Land Use Policy Branch provides advice on integrating land use considerations into ministry policy and program initiatives. The branch fosters information sharing and feedback on emerging environmental issues and trends within the ministry and with external clients on land use management. The branch also supports the development and implementation of ecosystem based environmental strategies and action plans at the local and regional level of government that achieve the ministry's objectives of cleaner air, land and water and healthier ecosystems.

WASTE MANAGEMENT POLICY BRANCH
7th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)325-4440
Fax (416)325-4437
Fax (416)314-9411 (6th Flr)
8:00 - 5:00

The **Waste** Management Policy Branch is responsible for the development of policies, regulations and legislation to ensure sound and effective management of wastes in Ontario. The branch works with municipalities, the private sector and associations to manage both hazardous and non-hazardous wastes, and promotes waste minimization, diversion and recycling activities.

WATER POLICY BRANCH
14th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-4140
Fax (416)314-4128
8:15 - 4:30

The Water Policy Branch is responsible for the development of policies and programs to protect and restore the quality and quantity of Ontario's water resources. The branch works with other jurisdictions, municipal, federal, other provincial and **international** interests to develop effective policies and programs for the protection and wise management of ground water, surface water and drinking water, and promotes water efficiency for ecological, environmental and social economic sustainability.

OPERATIONS DIVISION
14th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-6378
Fax (416)314-6396
Fax (416)314-6409

The Operations Division is responsible for delivering programs to protect **air** quality, surface and ground water quality and quantity; managing the disposal of wastes; ensuring an adequate quality of drinking water and controlling the use of pesticides. In addition, the

division is responsible for administering the Ministry's approvals, environmental **assessments**, and licencing programs as well as an investigative and enforcement program to ensure compliance with environmental laws.

APPROVALS BRANCH
3rd Flr, 250 Davisville Ave
Toronto M4S 1H2
General Inquiry (416)440-3713
Toll Free 1-800-461-6290 (Ontario)
Fax (416)440-6973
8:30 - 4:30

The Approvals Branch, under the Ontario **Water** Resources Act and the **Environmental** Protection Act, reviews and approves applications for new or modified waste, water and **sewage** facilities or facilities which may emit a contaminant, including **noise**, to the air. It administers **pesticides** licencing under the Pesticides Act.

ENVIRONMENTAL ASSESSMENT BRANCH
5th Flr, 250 Davisville Ave
Toronto M4S 1H2
General Inquiry (416)314-7030
Fax (416)314-7271
8:30 - 4:30

The **Environmental Assessment** Branch administers the Environmental Assessment Act and its **regulations**. Organizations subject to the Act are **municipalities**, provincial ministries and agencies and **conservation** authorities. In addition, private sector activities may become subject to the Act through designation by the Minister and Cabinet. The Minister of Environment is required to make decisions on the following types of submissions: individual environmental assessments, class environmental assessments, requests for exemption and designation under the Act and bump-up requests related to class environmental assessment undertakings. The branch coordinates the review of each of the above submissions to inform and advise decision-makers, proponents (those proposing an undertaking) and the public, as necessary. This office provides advice on the requirements of the Environmental Assessment Act, the status of guidelines to provide direction and clarity for those involved.

INVESTIGATIONS AND ENFORCEMENT BRANCH
8th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)326-6700
Fax (416)326-5256
8:15-4:30

The Investigations and **Enforcement** Branch is responsible for all aspects of **environmental** enforcement within the ministry. This includes the enforcement of the Environmental Protection Act, Ontario Water Resources Act, Environmental **Assessment** Act, Niagara Escarpment Planning Act and **Pesticides** Act. The branch complements the abatement and control activities of the Operations Division through effective investigation and enforcement activity.

CENTRAL REGION
9th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)326-6700
Fax (416)325-6356
8:15-4:30

EASTERN REGION
133 Dalton Ave
PO Box 820
Kingston K7L 4X6
General Inquiry (613)549-4000
Fax (613)548-6907
8:15-4:30

NORTHERN REGION
Suite 331, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1205
Fax (807)475-1777
8:15-4:30

SUDBURY DISTRICT OFFICE
11th Flr, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-3237
Fax (705)564-4180
8:15-4:30

SOUTHWESTERN REGION
985 Adelaide St S
London N6E 1V3
General Inquiry (519)661-2200
Fax (519)661-1742
8:15-4:30

WEST CENTRAL REGION
9th Flr, 119 King St W
PO Box 2112
Hamilton L8P 4Y7
General Inquiry (905)521-7660
Fax (905)521-7181
8:15-4:30

REGIONAL/DISTRICT OFFICES
135 St Clair Ave W
Toronto M4V 1P5

The Regional/District Offices are responsible for delivering programs to protect **air** quality, surface and ground **water** quality and quantity; managing the disposal of **wastes**; ensuring an adequate quality of **drinking water** and controlling the use of pesticides.

CENTRAL REGION

CENTRAL REGION OFFICE
8th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)326-6700
Toll Free 1-800-810-8048
Fax (416)325-6345 (Also used by FOI)
8:15 - 4:30

HALTON-PEEL DISTRICT OFFICE
1st Flr, 1182 North Shore Blvd E
Burlington L7R 3Z9
General Inquiry (905)637-4150
Toll Free 1-800-335-5906
Fax (905)637-4175
8:15-4:30

TORONTO DISTRICT OFFICE
9th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)326-5716
Fax (416)325-6346
8:15 - 4:30

YORK DURHAM DISTRICT OFFICE
5th Flr, 230 Westney Rd S
Ajax L1S 7J5
General Inquiry (905)427-5600
Toll Free 1-800-376-4547
Fax (905)427-5602
8:15-4.30

EASTERN REGION

KINGSTON REGIONAL OFFICE
133 Dalton Ave
PO Box 820
Kingston K7L 4X6
General Inquiry (613)549-4000
Fax (613)548-6908
Fax (613)548-6911 (Director)
8:15 - 4:30

BELLEVILLE AREA OFFICE
Belleville Mall
470 Dundas St E
Belleville K8N 1G1
General Inquiry (613)962-9208
Fax (613)962-6809

CORNWALL AREA OFFICE
2nd Flr, 113 Amelia St
Cornwall K6H 3P1
General Inquiry (613)933-7402
Fax (613)933-6402

KINGSTON DISTRICT OFFICE
133 Dalton Ave
PO Box 820
Kingston K7L 4X6
General Inquiry (613)549-4000x2692
Fax (613)548-6920

OTTAWA DISTRICT OFFICE
2435 Holly Lane
Ottawa K1V 7P2
General Inquiry (613)521-3450
Fax (613)521-5437

PETERBOROUGH DISTRICT OFFICE
Robinson Place
2nd Flr, 300 Water St South Tower
Peterborough K9J 7M3
General Inquiry (705)743-2972
Fax (705)755-4321

NORTHERN REGION

THUNDER BAY REGIONAL OFFICE
3rd Flr Suite 331, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1205
Toll Free 1-800-875-7772 (Within Area Codes 807 & 705)
Fax (807)475-1754
8:15 - 4:30

SUDBURY DISTRICT OFFICE
Suite 1101, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-3237
Toll Free 1-800-890-8516 (Within Area Codes 705 & 807)
Fax (705)564-4180
8:15-4:30

SUDBURY/SAULT STE MARIE DISTRICT OFFICE - SAULT STE MARIE AREA
747 Queen St E
Sault Ste Marie P6A 2A8
General Inquiry (705)949-4640
Toll Free 1-800-965-9990 (Within Area Codes 705 & 807)
Fax (705)945-6868
8:15 - 4:30

THUNDER BAY DISTRICT OFFICE
3rd Flr Suite 331, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1315
(807)475-1205 (Regional Office)
Toll Free 1-800-875-7772 (Within Area Codes 705 & 807)
Fax (807)473-3160
Fax (807)475-1754
8:15 - 4:30

THUNDER BAY/KENORA DISTRICT OFFICE - KENORA AREA
808 Robertson St
PO Box 5150
Kenora P9N 1X9
General Inquiry (807)468-2718
Toll Free 1-888-367-7622 (Within Area Code 807)
Fax (807)468-2735

TIMMINS DISTRICT OFFICE
Ontario Government Complex
Hwy 101 E
PO Bag 3080
South Porcupine P0N 1H0
General Inquiry (705)235-1500
Fax (705)235-1520

TIMMINS/NORTH BAY DISTRICT OFFICE - NORTH BAY AREA
447 McKeown Ave
PO Box 6000
North Bay P1B 9T3
General Inquiry (705)497-6865
Toll Free 1-800-609-5553 (Within Area Code 705)
Fax (705)497-6866
8:15-4:30

SOUTHWESTERN REGION

LONDON REGIONAL OFFICE
659 Exeter Road
London N6E 1L3
General Inquiry (519)873-5000
Fax (519)873-5020
8:15 - 4:30

BARRIE DISTRICT OFFICE
Unit 1203, 54 Cedar Pointe Dr
Barrie L4N 5R7
General Inquiry (705)726-1730
Toll Free 1-800-890-8511
Fax (705)726-5100
8:15-4:30

LONDON DISTRICT OFFICE
2nd Flr, 659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-5000
Fax (519)873-5020
8:15 - 4:30

OWEN SOUND DISTRICT OFFICE
1180 20th St E
Owen Sound N4K 6H6
General Inquiry (519)371-2901
Fax (519)371-2905

SARNIA DISTRICT OFFICE
1094 London Rd
Sarnia N7S 1P1
General Inquiry (519)336-4030
Fax (519)336-4280

WINDSOR DISTRICT OFFICE
6th Flr, 250 Windsor Ave
Windsor N9A 6V9
General Inquiry (519)254-2546
Fax (519)254-5894

WEST CENTRAL REGION

HAMILTON REGIONAL OFFICE
Ellen Fairclough Bldg
12th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7640
Toll Free 1-800-668-4557
Fax (905)521-7820
8:15 - 4:30

GUELPH DISTRICT OFFICE
4th Flr, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4258
Toll Free 1-800-265-8658
Fax (519)826-4286
8:15 - 4:30

HAMILTON DISTRICT OFFICE
Ellen Fairclough Bldg
9th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7650
Fax (905)521-7806
Fax (905)521-7820
8:15 - 4:30

NIAGARA DISTRICT OFFICE
Suite 15 9th Flr, 301 St Paul St
St Catharines L2R 3M8
General Inquiry (905)704-3900
Toll Free 1-800-263-1035
Fax (905)704-4015
8:15 - 4:30

SPILLS ACTION CENTRE
Place Nouveau
10th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)325-3000
Toll Free 1-800-268-6060
Fax (416)325-3011
24 Hours

The **Spills** Action Centre, staffed on a 24-hour basis, receives and **records** province-wide reports of spills and coordinates appropriate response actions. The centre also deals with other urgent **environmental** matters after regular office hours and receives reports of after-hours occurrences for a number of other provincial ministries. The Contingency Planning Office promotes planning by industries, **municipalities**, and federal and provincial agencies to control **pollution** caused by spills of **contaminants**. The office also provides guidance pertaining to Ontario's Spill Legislation - Part X of the Environmental Protection Act.

AGENCIES, BOARDS AND COMMISSIONS

ENVIRONMENTAL APPEAL BOARD
Suite 1201, 2300 Yonge St
Toronto M4P 1E4
General Inquiry (416)314-4600
Fax (416)314-4506
8:30 - 5:00

The **Environmental Appeal** Board was established by the Environmental Protection Act, 1971. Under the Act, the Ontario Water Resources Act and the **Pesticides** Act, individuals, government agencies or corporations who are directly affected by a decision of a director can appeal to the board. The board may initiate an appeal hearing to confirm, alter or revoke the decision of the director or may substitute its opinion for that of the director. Under the Environmental Bill of Rights, other persons who disagree with a director's decision may also apply for leave to appeal the decision.

ENVIRONMENTAL ASSESSMENT BOARD
12th Flr, 2300 Yonge St
PO Box 2382
Toronto M4P 1E4
General Inquiry (416)314-4600
8:30-5:00

The **Environmental Assessment** Board holds public **hearings** on whether or not approval should be given for development proposals under the Environmental Assessment Act, the Environmental Protection Act, the Ontario Water Resources Act and the Consolidated Hearings Act.

OFFICE OF CONSOLIDATED HEARINGS
Suite 1201, 2300 Yonge St
Toronto M4P 1E4
General Inquiry (416)314-4600
8:30-4:45

Under the Consolidated **Hearings** Act, the Environmental Assessment Board holds public hearings in conjunction with the Ontario Municipal Board. This occurs when a proposal requires more than one tribunal hearing under more than one of the Acts set out in the schedule to the Consolidated Hearings Act, 1981. The Hearings Registrar must receive written notice from the person proposing the undertaking, specifying the nature of the undertaking, required hearings and governing Acts. The matter is then referred to the chairs of the two boards, who establish a joint board for the hearing. The board's decision can be varied or rescinded only by the Lieutenant-Governor-in-Council or, on a question of law, may be appealed to the Divisional Court.

ONTARIO CLEAN WATER AGENCY
7th Flr, 20 Bay St
Toronto M5J 2N8
General Inquiry (416)314-5600
Toll Free 1-800-667-6292
Fax (416)314-8300
www.ocwa.com
8:15-5:15

The Ontario Clean **Water** Agency (OCWA) was created in 1993 under the Capital Investment Plan Act with a mandate to provide reliable water and wastewater services to Ontario **municipalities** on a cost recovery basis. The Agency currently operates 429 facilities in the province, ranging in size from small lagoons and pumping stations to metropolitan water distribution systems. The Ontario Clean Water Agency is not a monopoly and receives no government subsidies. OCWA is a business which competes for its contracts in an open marketplace against private sector companies. The Agency reports to the Minister of **Environment** and Energy, Science and Technology. OCWA's mission is: "To be the best in the business of producing clean water".

AREA OFFICES

CENTRAL
920 East Ave
Mississauga L5E 1W6
General Inquiry (905)274-6710
Fax (905)274-6750

EASTERN AND NORTHERN
593 Norris Crt
Kingston K7P 2R9
General Inquiry (613)634-6292
Fax (613)634-1942

WESTERN
3508 Wonderland Rd S
London N6L 1A7
General Inquiry (519)652-7014
Fax (519)652-7020

PESTICIDES ADVISORY COMMITTEE
12th Flr, 2300 Yonge St
Toronto M4P 1E4
General Inquiry (416)314-9230
Fax (416)314-9237
8:15-4:30

This **Pesticides** Advisory Committee advises the Minister of **Environment** on matters pertaining to pesticides. It annually reviews the Pesticides Act and regulations, and government publications respecting pesticides and the control of pests. The committee also recommends classifications for all new pesticide products prior to their marketing and use in Ontario, reviews and evaluates the results of a **research** program on pesticides and publishes an annual report, which is available upon request. For other ministry publications on pests and **pest control** and information on pesticide licensing, contact the Standards Development Branch, Pesticides Section.

ACTS

Capital Investment Plan Act, 1993
Consolidated Hearings Act, 1981
Energy Efficiency Act
Environmental Assessment Act
Environmental Bill of Rights
Environmental Protection Act
Ministry of Energy Act
Ministry of the Environment Act
Niagara Escarpment Planning and Development Act
Ontario Energy Board Act
Ontario Energy Corporation Act
Ontario Waste Management Corporation Act, 1981
Ontario Water Resources Act
Pesticides Act
Power Corporation Act
Power Corporation Insurance Act
Rural Hydro-Electric Distribution Act
Rural Power District Loans Act
Waste Management Act, 1992
Waste Management Act, 1992, Parts I and II

MINISTRY OF FINANCE

Frost Bldg S
7th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
Toll Free 1-800-263-7965 (General Inquiry)
Fax (905)433-6777
http://www.gov.on.ca/fin
8:30 - 5:00

The mission of the ministry is to establish an environment which will ensure a dynamic, innovative and growing economy and to manage the fiscal, financial and related regulatory affairs of the Province of Ontario. To carry out this mission the ministry will create a climate for economic growth and job creation in the province; promote the effective and efficient delivery of government services to taxpayers and reduce spending; ensure prudent management of the province's debt; balance the budget; and ensure that public organizations remain accountable to taxpayers for the use of their funds.

DEPUTY MINISTER

COMMUNICATIONS AND CORPORATE AFFAIRS BRANCH

Frost Bldg N
3rd Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-0333
Fax (416)325-2334
Fax (416)325-0339
8:30 - 5:00

The Communications and Corporate Affairs Branch provides strategic communications advice and planning to the Ministry of Finance, the Deputy, all ministry divisions and, where appropriate, all ministries to support jobs and the economy. The branch provides communications strategies and activities for high profile projects such as the Ontario budget and property tax implementation along with communications and media relations support to the ministry. Services include: communications planning for ministry programs, policies and initiatives; issues management; developing communications policies for the ministry; responding to public and media enquiries; advertising strategies and implementation; news releases; event planning; media monitoring and analysis; communications evaluation; speeches. Additionally, the branch tracks and coordinates responses to all ministerial correspondence and provides information and research services.

OFFICE OF LEGAL SERVICES - TORONTO

Frost Bldg S
5th Flr Rm 515, 7 Queen's Park Cres. E.
Toronto M7A 1Y7
General Inquiry (416)325-1455
Fax (416)325-1460
8:30 - 5:00

Legal services for the Ministry of Finance are provided by this branch. It counsels the ministry on the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents. General legal services include

litigation, prosecutions, settling claims, drafting agreements and provincial legislation, providing legal advice on government financial matters, tax policy, administration and enforcement, and the issue and sale of government of Ontario securities.

OFFICE OF LEGAL SERVICES - OSHAWA
Michael Starr
6th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-5657
Fax (905)436-4510
8:00 - 4:30

CORPORATE SERVICES DIVISION

6th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6844
Fax (905)433-6688
8:15 - 4:30

The Corporate Services Division provides leadership in strategic planning, financial and business planning, ministry controllership, and relationship management. Core business support services delivered include financial and acquisition services, Information Technology, Human Resources, accommodations, data capture and remittance processing, Freedom of Information and Protection of Privacy, corporate call centre, Budget Secretariat and Audit Services.

AUDIT SERVICES BRANCH

AUDIT SERVICES BRANCH - OSHAWA
3rd Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6484
Fax (905)433-5222
8:30 - 4:30

AUDIT SERVICES BRANCH - TORONTO
27th Flr, 250 Yonge St
Toronto M5B 2N7
General Inquiry (416)325-8320
Fax (416)325-5096
8:30 - 4:30

The Audit Services Branch develops and directs comprehensive internal audit programs. These programs independently and systematically review, evaluate and report on the efficiency, economy and effectiveness of the financial, administrative, management and information technology systems and controls throughout the ministry, with its agencies and clients. These include Office of the Premier, Cabinet Office, the Office of Francophone Affairs and Ministry of Labour.

BUDGET SECRETARIAT
Frost Bldg N
Rm 203, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-1588
Fax (416)325-0969
8:30 - 5:00

The Budget Secretariat is responsible for the development and production of the Ontario Budget and other major economic/fiscal documents, for coordination of key ministry-wide and key government-wide policy development exercises, and for management of related consultation processes. In doing so, it acts as a primary focal point for liaison between the ministry and significant external stakeholders on major economic, fiscal and financial policy issues.

CORPORATE PLANNING AND FINANCE BRANCH
6th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-5644
Fax (905)433-5124
8:15 - 4:30

The Corporate Planning and Finance Branch is responsible for corporate resource management, processes and support systems, preparing expenditure estimates, monitoring operational performance and recommending appropriate actions. The branch is also responsible for analyzing and reviewing resource implications of Cabinet submissions; coordinating, researching and developing corporate initiatives and policies. The branch liaises with central agencies and other ministries, and provides support and advice to the ministry executive on resource management, planning and policy issues. In addition, the branch develops and manages financial, accounting and expenditure control systems for transactional financial services and Public Accounts reporting purposes, including central invoicing and payment processing for Local Service Realignment programs. The branch also provides central facilities design and accommodation services, as well as purchasing, acquisition and central stores services.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY OFFICE (FOI)
6th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-5377
Toll Free 1-800-263-3971
Fax (905)436-4462
8:15 - 4:30

The Freedom of Information and Protection of Privacy Office handles all requests for information under the Freedom of Information and Protection of Privacy Act.

HUMAN RESOURCES BRANCH
2nd Flr, 33 King St W
Oshawa L1H 8H5
27th Flr, 250 Yonge St
Toronto M5B 2N7
General Inquiry (905)433-6092
(416)325-8260 (Toronto)
TTY (416)325-8237 (Toronto)
Fax (905)433-6588
Fax (416)325-8299 (Toronto)
8:15 - 4:30

HUMAN RESOURCES BRANCH (TORONTO OFFICE)
27th Flr, 250 Yonge St
Toronto M5B 2N7

This branch performs the human resources management function for the Ministry of Finance, Office of the Premier, Cabinet Office and the Office of Francophone Affairs. The branch is responsible for establishing ministry human resources policies and procedures, creating appropriate classification and compensation levels for employees, recruiting staff, counselling employees, coordinating staff training and development, human resource planning, investigating employee grievances and handling all matters affecting work conditions and performance. The branch maintains the ministry's personnel, payroll and employee benefit records. It serves as a liaison between the ministry, Management Board of Cabinet, the Ontario Public Service Employees Union (OPSEU) and AMAPCEO. The Human Resources Branch also coordinates the ministry's French Language Services and Equal Opportunity Programs.

INFORMATION TECHNOLOGY BRANCH
5th Flr, 33 King St W
Oshawa L1H 8H5
(905)433-5100 (Oshawa Service Desk)
Fax (905)436-4449
8:15 - 4:30

The Information Technology Branch is responsible for information technology (IT) strategic planning, infrastructure management, disaster recovery planning, and providing functional and corporate lead to a range of other technology areas that support and recognize government/ministry business as the drivers of IT services. These areas include IT business planning, architecture development, IT and physical security, database design, electronic commerce, corporate applications, applications development support, network and telecommunications deployment, recorded information management, forms design, IT Standards, hardware/software maintenance, capacity and performance management, technology acquisition and integration, and vendor management.

REVENUE OPERATIONS AND CLIENT SERVICES BRANCH
7th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-5858
Fax (905)433-6288
8:15 - 4:30

The Revenue Operations and Client Services Branch supports the Ontario Government's financial objectives in its high-speed tax remittance processing centre, as well as operating the ministry's telephone Call Centre. The branch also administers tax rebates for Alternative Fuel, Permanently Physically Disabled; processes fuel tax rebates to farmers; and provides additional client services for the ministry in such areas as mail processing (Toronto and Oshawa locations), printing and convenience copier services, boardroom bookings, vehicle fleet, parking control and the Oshawa switchboard.

MINISTRY INFORMATION CENTRE
2nd Flr, 33 King St W
Oshawa L1H 8H5
(905)433-6004 (Oshawa Public Enquiry Centre)
TTY 1-800-263-7776
Toll Free 1-800-263-7965 (General Inquiry)
Toll Free French 1-800-668-5821
Fax (905)433-6777
8:15 - 4:30

Ministry Information Call Centre provides program and account-specific information to the public, client groups and central agencies on behalf of Ontario's **taxation** and financial programs including: **Corporations** Tax, Employer **Health** Tax, Gas, Fuel and **Tobacco** Taxes/Border Levy, **International** Fuel Tax Agreement, **Land** Transfer Tax and refunds, Provincial Land Tax, Tax for Fuel Conservation, Used Vehicle Information Program, Permanently Physically Disabled Program, **Propane**/Alternative Fuel Refunds, **GAINS**, Ontario Home Ownership Savings Plan, Ontario Tax Credits/Ontario Tax Reduction, Ontario **Child Care** Supplement for Working Families, Ontario **Investment** and Employee Ownership Plan, Employee Share Ownership Plan, Ontario Tax Credit **Audit**, Financial Services Commission, Property Assessment, Provincial Sales Tax and Ontario Savings **Bonds**. The Centre also responds to calls on behalf of other ministries such as the Child Support Guidelines Project for the Ministry of the Attorney General.

REVENUE AND DATA PROCESSING
7th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry 1-800-263-7965
Fax (905)433-6777
8:15 - 4:30

In partnership with other provincial ministries and government bodies (e.g. OPP, Revenue Canada, Ministry of Natural Resources, Ministry of Attorney General), the Revenue and Data Processing section of Revenue Operations and Client Services Branch provides a cost-effective, re-engineered remittance processing and data capture service for all taxes, fines and fees for the Ministry of Finance and its agencies, as well as for each of the above partners.

TRANSITION PROJECTS
3rd Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6903
Fax (905)433-5222
8:30 - 4:30

The Transition Projects unit is responsible for overseeing and ensuring the successful transition of the Ontario Securities Commission (OSC) to an independent self-funded agency; and Property Assessment Division (PAD) to the Ontario Property Assessment Corporation (OPAC), a statutory municipal corporation.

FINANCIAL SERVICES POLICY AND INTEGRATED FINANCIAL INFORMATION SYSTEM

9th Flr, 77 Grenville St
Toronto M5S 1B3
General Inquiry (416)325-2200
Fax (416)325-8442
8:00 - 5:00

Financial Services Policy and Integrated Financial Information System is responsible for the Financial Services Policy Branch and IFIS Project/Corporate Accounts Receivable Project.

FINANCIAL SERVICES POLICY BRANCH
30th Flr, 250 Yonge St
Toronto M5B 2N7
General Inquiry (416)326-9210
Fax (416)327-0941
9:00 - 5:00

The Financial Services Policy Branch provides the Ministry of Finance with policy research, analysis and development services regarding Ontario's interest in, and regulation of, the financial services sector.

IFIS PROJECT/CORPORATE ACCOUNTS RECEIVABLE PROJECT
9th Flr, 77 Grenville St
Toronto M5S 1B3
General Inquiry (416)325-2200
Fax (416)325-8442
8:00 - 5:00

The Integrated Financial Information System (IFIS) project is a multi-year investment in the province's administrative infrastructure to transform the financial policies, processes, systems, skills and organization in order to implement the best financial management practices across the OPS such as: single enterprise-wide integrated financial information system, enhanced work flow, electronic commerce, shared services and accrual accounting to PSAAB standards. When implemented, the IFIS will enable decision makers to maximize the use of the province's resources and to anticipate potential pressures and opportunities.

CORPORATE ACCOUNTS RECEIVABLE (CORPORATE A/R)
9th Flr, 77 Grenville St
Toronto M5S 1B3
General Inquiry (416)325-2200
Fax (416)325-8442
8:00 - 5:00

The Corporate Accounts Receivable (Corporate A/R) project is a joint initiative between Management Board Secretariat and the Ministry of Finance to strengthen the province's revenue management practices. The project works with line ministries to implement corporate revenue management policies, systems, and methodologies to improve the effectiveness of the revenue recognition/collection practices and to minimize write-offs.

FISCAL AND FINANCIAL POLICY DIVISION

Frost Bldg N
4th Flr, 95 Grosvenor St
Toronto M7A 1Y7
General Inquiry (416)327-2020
Fax (416)325-0290
8:00 - 5:00

The Fiscal and Financial Policy Division provides the Minister of Finance and the government with advice and assistance on all aspects of fiscal and financial policy, fiscal planning, financial standards and reporting, and overall stewardship of the financial resources of the province.

FINANCIAL ANALYSIS BRANCH
Frost Bldg S
1st Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
(416)327-2727 (Administrative Support)
Fax (416)325-8004
9:00 - 5:00

Financial Analysis Branch provides quality financial advice and expertise on fiscal planning, financial reporting, financial management accounting and business practice issues, for proposals and decisions with fiscal implications. It ensures that a thorough review and analysis of the impact of proposals is reflected in the government's fiscal plan and financial reporting practices.

FISCAL PLANNING BRANCH
Frost Bldg S
4th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-2020
Fax (416)327-9115
8:00 - 5:00

The Fiscal Planning Branch provides advice and support on the overall fiscal framework and strategy for the government, including the ongoing monitoring and management of Ontario's fiscal plan. The fiscal plan consists of the projected budget deficit, supported by expected spending and revenue for the current fiscal year and for the medium term. The branch develops the Quarterly Ontario Finances and coordinates Budget Paper C as part of

the annual Ontario Budget. In addition, the branch provides fiscal policy advice and analysis to the Minister and senior officials on corporate and cross-ministry issues, such as Major Transfers, provincial/local issues, pay equity and non-tax revenue, as well as on all major expenditure program areas. The branch develops the strategic framework for expenditure savings initiatives, is responsible for the overall capital strategy and develops the policy framework for non-tax revenue.

OFFICE OF THE CONTROLLER
Frost Bldg S
1st Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)325-8050
Fax (416)325-2029
8:00 - 5:00

The Office of the Controller assists the government in determining financial reporting standards, and reports the province's financial position to the public and the Legislature through the Annual Public Accounts. The branch works with other ministries to promote good financial practices relating to improvements in the quality of financial information for decision making purposes. It also ensures that financial controls and recording systems are in place to safeguard the province's assets, and promote effective financial management practices. The branch works closely with the Office of the Provincial Auditor on issues in accounting and reporting policies, and with the Canadian Institute of Chartered Accountants and other professional groups on standards for government financial reporting.

OFFICE OF ECONOMIC POLICY
Frost Bldg N
5th Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-0840
Fax (416)325-9224
8:30 - 5:00

The Office of Economic Policy advises on and oversees the province's economic policies. It assists the Minister of Finance and the government by: developing economic, demographic and revenue forecasts, pursuing research into macroeconomic policies, international issues, sectoral and regional economic issues, socio-economic and labour market issues; and the design and coordination of economic policies aimed at enhancing the development of the provincial economy. The office also liaises with Statistics Canada on behalf of all ministries.

LABOUR ECONOMICS BRANCH
Frost Bldg N
5th Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-0802
Fax (416)325-0841
8:30 - 5:00

The Labour Economics Branch conducts research, provides analysis and develops policy options in the following labour economics and social policy areas: job creation, youth and older workers, unemployment, Employment Insurance, training and human resource development, education, incomes and compensation, collective bargaining, public sector analysis, low income, workers' compensation and employment standards.

MACROECONOMICS ANALYSIS AND POLICY BRANCH
Frost Bldg N
6th Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-0755
Fax (416)325-0796
8:30 - 5:00

The Macroeconomic Analysis and Policy Branch provides policy advice regarding broad issues and trends in the Ontario economy. In particular, the branch is responsible for the following areas: analysis of current macroeconomic conditions, short and medium-term economic projections, revenue projections and assess the economic impact of monetary, fiscal and trade policy.

STRUCTURAL ECONOMICS BRANCH
Frost Bldg N
4th Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-0900
Fax (416)325-1187
9:00 - 5:00

The Structural Economics Branch provides analytical support and policy advice on a wide range of microeconomic issues related to economic growth and job creation. These include policy areas such as sectoral and regional development, capital market structure and access to capital, R & D and technology, investment in infrastructure, small business, energy and the environment. The branch also provides a medium-term sectoral forecast and an overview of regional economies.

OFFICE OF THE BUDGET AND TAXATION

Frost Bldg S
4th Flr, 7 Queen's Park Cres
Toronto M7A 1Z2
General Inquiry (416)314-0700
Fax (416)327-0160
9:00 - 5:00

The Office of the Budget and **Taxation** acts as the central focus point for the Ontario Budget planning and production processes. The office also formulates policies on taxation, federal-provincial finance, pensions and income security, as well as designing Ontario's Tax and Property Assessment Legislation.

INTERGOVERNMENTAL FINANCE POLICY BRANCH
Frost Bldg S
4th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-0133
Fax (416)327-0160
8:30 - 5:00

Intergovernmental Finance Policy Branch activities focus on financial transfers from the federal government to Ontario. The branch monitors, analyzes and negotiates federal-provincial agreements; offers information and advice on trends in fiscal federalism;

and provides an integrated approach to financial issues involving the federal government and other provinces. Specific responsibilities include established programs financing, equalization and review of federal-provincial cost-sharing. The branch also contributes to the formulation of Ontario's overall income security and **pension** policy. Income security policy includes changes to federal income security plans, Ontario's Guaranteed Annual Income System (GAINS) for seniors, social assistance reform and disability compensation. Pension policy includes teachers', public service and broader public sector pensions and changes to the Canada Pension Plan and Workers' Compensation benefits.

Services offered to the Public:
Federal-Provincial Financing
Income Security Policy
Pension Policy

TAX DESIGN AND LEGISLATION BRANCH
Frost Bldg N
2nd Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-2637
Fax (416)314-8635
8:30 - 5:00

The Tax Design and Legislation Branch is responsible for the overall technical design of Ontario's tax and property assessment measures, including the design of **taxation** options and preparation of legislative specifications and monitoring of drafts, supporting the Minister in the Legislature on the passage of legislation and preparation of regulations. In addition, the branch identifies opportunities to modify existing legislation in order to meet overall tax policy objectives and develops options for improvement. The branch analyzes and provides advice on requests for tax remission orders and Orders in Council.

TAXATION POLICY BRANCH
Frost Bldg S
5th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-0230
Fax (416)327-0260
8:30 - 5:30

The Taxation Policy Branch develops policies in tax fields including personal income tax, corporate income tax, retail sales tax, capital taxes, employer health tax, property tax, fuel tax, alcohol taxes, mining taxes, timber revenues, insurance premium tax, etc. Responsibilities include negotiating tax arrangements with the federal government, other provinces and local government, and assessing the incidence of the tax structure in Ontario. The branch prepares provincial tax policy options for inclusion in the Ontario Budget. This includes an assessment of revenue, economic and social impacts.

PROPERTY ASSESSMENT DIVISION (BECOMING "ONTARIO PROPERTY ASSESSMENT CORPORATION" DURING 1998)

6th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-5773
Fax (905)436-4513
www.gov.on.ca/FIN/progeng.htm
8:30 - 4:30

The Property **Assessment** Division (becoming "Ontario Property Assessment Corporation") administers the Assessment Act, under which it is responsible for property assessment and **municipal enumeration**. It assesses property (land and **buildings**) in Ontario and determines a value for each property, which is then used by municipalities and school boards to calculate local taxes. It conducts a municipal enumeration every three years and creates municipal voters' lists and school support lists. Under the Provincial **Land** Tax Act, it assesses property in **unorganized territories**.

APPRAISAL SERVICES BRANCH

6th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-5700
Fax (905)433-6020
8:30 - 4:30

The Appraisal Services Branch provides valuation expertise and advice to regional assessment offices on properties of all types. It also develops assessment valuation procedures and techniques, and undertakes the defence of complex assessments under judicial appeal.

CENTRAL AND WESTERN REGIONAL OPERATIONS BRANCH

6th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-5805
Fax (905)433-6658
8:30 - 4:30

There are 17 offices reporting to the Central and Western Regional Operations Branch, each managed by an assessment commissioner, as well as one sub-office. The offices are responsible for specific areas, defined by region, county or municipal boundaries. The Regional Operations Branches consist of the Central and Western Regional Operations Branch and the Eastern and Northern Regional Operations Branch. These branches are responsible for assessing all property (land and buildings) in Ontario under the Assessment Act and the Provincial Land Tax Act. The assessed value is then used by municipalities and **school boards** in calculating local taxes. They also issue Notices of Property Assessment, prepare property assessment rolls and defend assessment appeals. These branches are also responsible for municipal enumerations which are done to prepare **voters**' lists for municipal and school board **elections**, direct school taxes, identify English and French-language electors for school boards.

DATA SERVICES AND DEVELOPMENT BRANCH
6th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-5690
Fax (905)436-4473
8:30 - 4:30

The Data Services and Development Branch is responsible for assessment information management, including the supply of computer data services to regional assessment offices, municipalities and school boards. New assessment and data processing systems, including **OASYS** (Ontario Assessment System), are also developed by the branch.

EASTERN AND NORTHERN REGIONAL OPERATIONS BRANCH
6th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6717
Fax (905)433-5162
8:30 - 4:30

There are 14 offices reporting to the Eastern and Northern Regional Operations Branch, each managed by an assessment commissioner, as well as 9 sub-offices. The offices are responsible for specific areas, defined by region, county, district or municipal boundaries. The Regional Operations Branches consist of the Central and Western Regional Operations Branch and the Eastern and Northern Regional Operations Branch.These branches are responsible for assessing all property (land and buildings) in Ontario under the Assessment Act and the Provincial Land Tax Act.The assessed value is then used by municipalities and **school boards** in calculating local taxes.They also issue Notices of Property Assessment, prepare property assessment rolls and defend assessment appeals.These branches are also responsible for municipal enumerations which are done to prepare **voters'** lists for municipal and school board **elections**, direct school taxes, identify English and French-language electors for school boards

REGIONAL ASSESSMENT OFFICES

REGION NO 1 PRESCOTT AND RUSSELL, STORMONT, DUNDAS AND GLENGARRY
132 2nd St E
PO Box 219
Cornwall K6H 5S7
General Inquiry (613)933-7100
Toll Free 1-800-267-7194 (Within Area Code 613)
Fax (613)933-0597
8:30 - 4:30

REGION NO 2 LANARK, LEEDS AND GRENVILLE
2479 Parkedale Ave
Brockville K6V 3H2
General Inquiry (613)342-8242
Toll Free 1-800-267-0836 (Within Area Code 613)
Fax (613)342-9369
8:30 - 4:30

REGION NO 3 OTTAWA-CARLETON
6th Flr Suite 600, 1595 Telesat Court
Gloucester K1B 1B6
General Inquiry (613)742-4482
Toll Free 1-800-465-2495 (Within Area Code 613)
Fax (613)742-4484
8:30 - 4:30

REGION NO 4 RENFREW
141 Lake St
Pembroke K8A 5L8
General Inquiry (613)735-0181
Toll Free 1-800-267-1095 (Within Area Code 613)
Fax (613)735-1439
8:30 - 4:30

REGION NO 5 FRONTENAC, LENNOX AND ADDINGTON
Suite 201, 1055 Princess St
Kingston K7L 5T3
General Inquiry (613)545-4475
Toll Free 1-800-465-2096
Fax (613)545-4479
8:30 - 4:30

REGION NO 6 NORTHUMBERLAND, HASTINGS, PRINCE EDWARD
80 Division St
PO Box 520
Trenton K8V 5R7
General Inquiry (613)392-2501
Toll Free 1-800-267-0538 (Within Area Code 613)
Toll Free 1-800-267-0542 (Regional Outside Area Code 613)
Fax (613)392-1937
8:30 - 4:30

BANCROFT OFFICE
5 Fairway Blvd
PO Box 667
Bancroft K0L 1C0
General Inquiry (613)332-1440
Fax (613)332-5619
8:30 - 4:30

COBOURG OFFICE
1005 William St
PO Box 290
Cobourg K9A 4K8
General Inquiry (905)372-2258
Toll Free 1-800-263-7905
Fax (905)372-1060
8:30 - 4:30

REGION NO 7 HALIBURTON, PETERBOROUGH, VICTORIA
440 Kent St W
PO Box 3100
Lindsay K9V 4S8
General Inquiry (705)324-1622
Toll Free 1-800-461-0314
Fax (705)324-6852
8:30 - 4:30

PETERBOROUGH OFFICE
1477 Landsdowne St W
Peterborough K9J 7M3
General Inquiry (705)743-0330
Toll Free 1-800-461-1962
Fax (705)743-2014
8:30 - 4:30

REGION NO 9 CITY OF TORONTO (FORMER CITY OF TORONTO)
Suite 800, 90 Eglinton Ave E
Toronto M4P 3A5
General Inquiry (416)327-1800
Fax (416)314-3319
8:30 - 4:30

REGION NO 10 CITY OF TORONTO (FORMER CITY OF NORTH YORK)
Suite 400, 5255 Yonge St
North York M2N 6P4
General Inquiry (416)314-7832
Fax (416)314-7842
8:30 - 4:30

REGION NO 11 CITY OF TORONTO (FORMER CITY OF SCARBOROUGH AND BOROUGH OF EAST YORK)
49 Rolark Dr
Scarborough M1R 3B1
General Inquiry (416)292-5244
Fax (416)314-3315
8:30 - 4:30

REGION NO 12 CITY OF TORONTO (FORMER CITIES OF ETOBICOKE AND YORK)
4 Eva Rd
Etobicoke M9C 2A8
General Inquiry (416)621-9400
Fax (416)314-3312
8:30 - 4:30

REGION NO 13 DURHAM
Office Galleria, Oshawa Centre
Suite 170, 419 King St W
Oshawa L1J 2K5
General Inquiry (905)432-8444
Toll Free 1-800-268-2224
Fax (905)432-1071
8:30 - 4:30

REGION NO 14 YORK
50 Bloomington Rd W
PO Box 2700
Aurora L4G 6J8
General Inquiry (905)727-3755
Toll Free 1-800-263-3224
Fax (905)727-2933
8:30 - 4:30

REGION NO 15 HALTON-PEEL
4th Flr, 2 Robert Speck Pky
Mississauga L4Z 1T3
General Inquiry (905)270-8050
Toll Free 1-800-387-5909
Fax (905)270-9666
8:30 - 4:30

REGION NO 16 SIMCOE
109 Ferris Lane
Barrie L4M 2Y1
General Inquiry (705)728-2270
Toll Free 1-800-461-4230
Fax (705)728-3077
8:30 - 4:30

REGION NO 17 MUSKOKA
95 Pine St E
PO Box 150
Bracebridge P1L 1T5
General Inquiry (705)645-5204
Toll Free 1-800-461-4316 (Within Area Codes 416, 705 and 905)
Fax (705)645-1870
8:30 - 4:30

REGION NO 18 NIAGARA
Landmark Bldg
4th Flr, 43 Church St
PO Box 1270
St Catharines L2R 7A7
General Inquiry (905)688-0233
Toll Free 1-800-263-5753 (Within Area Code 905)
Fax (905)688-9929
8:30 - 4:30

REGION NO 19
HAMILTON-WENTWORTH
3rd Flr, 119 King St W
PO Box 2112
Hamilton L8P 4Y7
General Inquiry (905)521-7469
Fax (905)521-7206
8:30 - 4:30

REGION NO 20 BRANT,
HALDIMAND-NORFOLK
63 Charing Cross St
Brantford N3R 7K9
General Inquiry (519)759-6310
Toll Free 1-800-265-9990
Fax (519)759-1011
8:30 - 4:30

REGION NO 21 WATERLOO
4th Flr, 150 Main St
Cambridge N1R 1W3
General Inquiry (519)623-5210
Fax (519)623-5536
8:30 - 4:30

REGION NO 22 DUFFERIN,
WELLINGTON
286 Victoria Rd N
Guelph N1E 5J3
General Inquiry (519)821-7440
Toll Free 1-800-265-8365 (Within Area Code 519)
Fax (519)821-6171
8:30 - 4:30

REGION NO 23 ELGIN, MIDDLESEX, OXFORD
4380 Wellington Rd S
London N6E 3A2
General Inquiry (519)681-0050
Toll Free 1-800-265-6030 (Within Area Code 519)
Fax (519)649-3368
8:30 - 4:30

REGION NO 24 HURON, PERTH
57 Napier St
PO Box 190
Goderich N7A 3Z2
General Inquiry (519)524-7326
Toll Free 1-800-265-5192 (Within Area Code 519)
Fax (519)524-5271
8:30 - 4:30

REGION NO 25 BRUCE, GREY
Unit 2, 900 Tenth St W
Owen Sound N4K 6V6
General Inquiry (519)371-1121
Toll Free 1-800-265-3187
Fax (519)371-5885
8:30 - 4:30

REGION NO 26 KENT, LAMBTON
3rd Flr, 435 Grand Ave W
PO Box 1140
Chatham N7M 5L8
General Inquiry (519)354-5460
Toll Free 1-800-265-0584
Fax (519)354-1130
8:30 - 4:30

SARNIA OFFICE
805 North Christina St
Point Edward N7V 1X6
General Inquiry (519)336-3991
Fax (519)337-9844
8:30 - 4:30

REGION NO 27 ESSEX
Provincial Bldg
5th Flr, 250 Windsor Ave
Windsor N9A 6V9
General Inquiry (519)973-1483
Toll Free 1-800-265-5841 (Within Area Code 519)
Fax (519)973-1483
8:30 - 4:30

REGION NO 28 NIPISSING, PARRY SOUND
1650 Main St W
PO Box 167
North Bay P1B 8H2
General Inquiry (705)474-6150
Toll Free 1-800-387-7247
Fax (705)474-8335
8:30 - 4:30

PARRY SOUND OFFICE
10 Miller St
Parry Sound P2A 1S8
General Inquiry (705)746-9302
Toll Free 1-800-561-1020 (Within Area Code 705)
Fax (705)746-6362
8:30 - 4:30

REGION NO 29 COCHRANE, TIMISKAMING
145 Wilson Ave
Timmins P4N 8B1
General Inquiry (705)264-9455
Toll Free 1-800-461-9931 (Within Area Code 705)
Fax (705)268-7784
8:30 - 4:30

KIRKLAND LAKE OFFICE
3rd Flr, 6 Tweedsmuir Rd
Kirkland Lake P2N 1H9
General Inquiry (705)567-9285
Toll Free 1-800-461-3691
Fax (705)567-7962
8:30 - 4:30

REGION NO 30 SUDBURY, MANITOULIN
Provincial Tower
12th Flr, 199 Larch St
Sudbury P3E 5P9
Toll Free 1-800-465-7726 (Within Area Code 705)
Fax (705)675-6610
8:30 - 4:30

LITTLE CURRENT OFFICE
15 Manitowaning Rd
PO Box 520
Little Current P0P 1K0
General Inquiry (705)368-2510
Toll Free 1-800-301-9716 (Within Area Code 705)
Fax (705)368-3790
8:30 - 4:30

REGION NO 31 ALGOMA
180 Brock St
Sault Ste Marie P6A 3B7
General Inquiry (705)949-3941
Toll Free 1-800-461-2207 (Within Area Code 705)
Fax (705)949-6472
8:30 - 4:30

REGION NO 32 KENORA, RAINY RIVER, THUNDER BAY
189 Red River Rd
PO Box 2718
Thunder Bay P7B 5G2
General Inquiry (807)343-7200
Toll Free 1-800-387-3019
Fax (807)343-7210
8:30 - 4:30

DRYDEN OFFICE
479 Government Rd
PO Box 670
Dryden P8N 2Z3
General Inquiry (807)223-5351
Toll Free 1-800-387-1381
Fax (807)223-5750
8:30 - 4:30

FORT FRANCES OFFICE
Senic River Mall
130 Second St E
Fort Frances P9A 1M5
General Inquiry (807)274-3283
Toll Free 1-800-387-9060
Fax (807)274-5561
8:30 - 4:30

KENORA OFFICE
Suite 207, 100 Chipman St
Kenora P9N 4E4
General Inquiry (807)468-2847
Toll Free 1-800-387-6674
Fax (807)468-2850
8:30 - 4:30

TAX REVENUE DIVISION

6th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-5477
Fax (905)433-6686
8:30 - 4:30

The Tax Revenue Division administers the Corporations, Employer Health, Fuel, Gasoline, Land Transfer, **Mining**, Provincial Land, Race Tracks, Retail Sales and Tobacco Tax Acts, as well the Ontario Guaranteed Annual Income Act, the Ontario Home Ownership Savings Plan Act, Community Small Business Investments Fund Act , the **Succession Duty** Supplementary Provisions Act and the Gross Receipts Tax under the Fair Municipal Tax Act.

BUSINESS SERVICES BRANCH
7th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6595
Fax (905)433-6998
8:15 - 4:30

The Business Services Branch is responsible for business services development, design, testing and implementation of all data processing systems; the provision of business re-engineering support and management of systems development for the Tax Revenue Division. Business Services provides maintenance of all Tax Revenue Division computer systems, in particular, administering an organized program of changes and corrections to all developed application program in use in the division. The branch ensures the systems are operating smoothly with minimal disruption to client branches and that revenue flows into the ministry. Business Services also satisfies a variety of requests for statistical information. The data is used to monitor operational performance, to access the impact of tax policy changes and to track and forecast cashflow into the ministry.

COLLECTIONS BRANCH
6th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6677
Fax (905)433-6266
8:15 - 4:30

The Collections Branch is responsible for the recovery of past-due tax payments for tax statutes administered by the Tax Revenue Division.

CORPORATIONS TAX BRANCH
4th Flr, 33 King St W
P O Box 622
Oshawa L1H 8H6
General Inquiry (905)433-6500
Fax (905)433-6998
8:15 - 4:30

This branch administers the **Corporations** Tax Act, which deals with corporations' income tax (based on taxable income) and capital tax (based on taxable paid-up capital). The branch also handles consents to revive or surrender charters or to dissolve a corporation voluntarily. Income tax and premium tax on **insurance** companies (based on taxable insurance premiums) is also a branch responsibility. In addition, the Corporations Tax Branch administers the Mining Tax Act. Mining taxes are based on profits generated from producing mines in Ontario in accordance with the Act.

Services offered to the Public:
Corporations Tax

DESK AUDIT
4th Flr, 33 King St W
P O Box 622
Oshawa L1H 8H6
General Inquiry (905)433-6539
General Inquiry (905)433-6559
8:15 - 4:30

The Desk **Audit** section processes tax adjustments and performs audits based on submitted information. This section also answers questions on D. file

FIELD AUDIT OFFICES

The Corporations Tax Branch maintains Field Audit Offices in Oshawa, Whitby and London.

FIELD AUDIT - LONDON
Suite 400, 130 Dufferin St
London N6A 6G8
General Inquiry (519)433-3901
Toll Free 1-800-265-1540
Fax (519)434-9128
8:15 - 4:30

FIELD AUDIT - OSHAWA
4th Flr, 33 King St W
P O Box 622
Oshawa L1H 8H6
General Inquiry (905)433-6562
Fax (905)433-5283
8:15 - 4:30

FIELD AUDIT - WHITBY
1916 Dundas St E
Whitby L1N 2L6
General Inquiry (905)725-5076
Toll Free 1-800-799-4666
Fax (905)725-1931
8:15 - 4:30

ACCOUNTING OPERATIONS UNIT
4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H6
General Inquiry (905)433-6708
(416)965-1160x3036 (Toronto)
Fax (905)433-5197
8:15 - 4:30

The Accounting Operations Unit resolves queries and issues relating to amounts paid on account, interest charges and penalties assessed or reassessed.

RETURNS PROCESSING CENTRE
4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H6
(905)436-4440 (Dfile Returns)
(905)433-6700 (Paper Returns)
Fax (905)433-5287
8:15 - 4:30

The Returns Processing Centre receives and processes all corporate tax returns filed with the **Corporations** Tax Branch.

SPECIALITY ASSESSMENTS UNIT
4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H6
General Inquiry (905)433-5450
Fax (905)433-6137
8:15 - 4:30

The Speciality **Assessments** Unit reviews and **audits** all tax credits claimed on corporate tax returns.

TAXROLL ADMINISTRATION UNIT
4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H6
General Inquiry (905)433-6666
Fax (905)433-5418
8:15 - 4:30

The Taxroll Administration Unit resolves issues relating to a corporation's liability to file a tax return, corporate revivals, consents to dissolve and address changes.

TAX ADVISORY
4th Flr, 33 King St W
P O Box 622
Oshawa L1H 8H6
General Inquiry (905)433-6513
Fax (905)433-6747
8:15 - 4:30

The Tax Advisory section provides advance rulings and legislative interpretations on the Acts administered by the branch.

EMPLOYER HEALTH TAX BRANCH
3rd Flr, 33 King St W
Box 640
Oshawa L1H 8P5
General Inquiry (905)436-4561
Toll Free 1-800-265-9005
TTY Toll Free 1-800-263-7776
Toll Free French 1-800-461-0038
Fax (905)436-4474
8:15 - 4:30

This branch administers the Employer Health Tax Act. Employers with permanent establishments in Ontario are required to pay the Employer Health Tax, based on the remuneration paid to their employees. Eligible employers are exempt from tax on the first $200,000 of **payroll** for 1997. the first $350,000 of payroll for 1998 and the first $400,000 of payroll for 1999 and thereafter. Eligible associated employers must share these exemptions. All self-employed individuals residing in Ontario who have net self-employment income over the exemption limits are also required to pay the tax. The tax is based only on the percentage of income earned in or allocated to Ontario. Net self-employment income exemption limits from the tax are as follows: $40,000 from 1993

to 1996, $200,000 for 1997 and $350,000 for 1998. Effective 1999, the Employer Health Tax on net self-employment income will be eliminated.

Services offered to the Public:
Employer Health Tax
Employer Health Tax for Self-employed Individuals

EMPLOYER HEALTH TAX REGIONAL OFFICES
33 King St W
Oshawa L1H 8P5

Inquiries about the tax should be directed to your local Employer **Health** Tax regional office. Long distance callers in Ontario should contact the office by using the toll free English and toll free French lines. Facsimile lines are also available for each regional office.

BRANTFORD REGIONAL OFFICE
213 King George Rd
Brantford N3R 6S8
General Inquiry (519)754-4849
Toll Free 1-800-461-3806 (English)
Toll Free French 1-800-461-0038
Fax (519)758-2239
8:15 - 4:30

GREATER TORONTO AREA (GTA) EAST REGIONAL OFFICE
1st Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)436-4561
Toll Free 1-800-265-9005 (English)
Toll Free French 1-800-461-0038
Fax (905)436-4474
8:15 - 4:30

OTTAWA REGIONAL OFFICE
1800 Bank St
Ottawa K1V 0W3
General Inquiry (613)739-3803
Toll Free 1-800-461-4909 (English)
Toll Free French 1-800-461-0038
Fax (613)739-3233
8:30 - 4:30

THUNDER BAY OFFICE
Victoriaville Mall
Unit 5, 700 Victoria Ave E
Thunder Bay P7C 5P7
General Inquiry (807)625-5840
Toll Free 1-800-465-6699 (English)
Toll Free French 1-800-465-1085
Fax (807)625-5848
8:15 - 4:30

WINDSOR OFFICE
Unit 103, 215 Eugenie St W
Windsor N8X 2X7
General Inquiry (519)250-0066
Toll Free 1-800-465-4021 (English)
Toll Free French 1-800-465-7027
Fax (519)972-2950
8:15 - 4:30

MOTOR FUELS AND TOBACCO TAX BRANCH
3rd Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6393
Toll Free 1-800-263-7965
8:15 - 4:30

This branch administers the **Gasoline** Tax Act, Fuel Tax Act, **Tobacco** Tax Act, Land Transfer Tax Act, Provincial Land Tax Act and the wind-down of **Succession Duty** Act.

Tobacco, gas and fuel taxes are collected by appointed or registered collectors. Tax refunds are provided, when applicable. Land Transfer Tax is payable at Land Registry Offices or on unregistered dispositions at the Ministry of Finance. Provincial Land Tax is an annual tax on properties and gross receipts of telephone and telegraph companies in unorganized areas. Effective January 1, 1998 the Motor **Fuels** and Tobacco Tax Branch will also administrate the tax on gross receipts in organized areas, pursuant to the **Municipal** Act. The branch administers refunds of Land Transfer Tax to first-time home-buyers who opened an Ontario Home Ownership Savings Plan on or before December 31,1993, and refunds up to $1,725 of land transfer tax to first-time purchasers of newly constructed **homes**.

Services offered to the Public:

Dyer Registration Certificate - FTA
Exporter's Registration Certificate - FTA
Exporter's Registration Certificate - GTA
Fuel Acquisition Permit
Fuel Acquisition Permit - Kerosene
Fuel Acquisition Permit - Tobacco Curing
Fuel Tax
Gasoline Tax
IJT Registration Certificate - GTA
IJT of Middle Distillate Fuel Registration Certificate
Importer's Registration Certificate - FTA
Importer's Registration Certificate - GTA
Land Transfer Tax
Ontario Trip Registration Charges - Trip Permit
Propane Exemption Certificate -GTA
Provincial Land Tax
Registration Certificate
Succession Duty
Tobacco Tax
Transit Permit for Bulk Tobacco Products
Unmarked Cigarette Dealer's Permit
Wholesale Dealer's Permit (Tobacco)

REGIONAL TAX OFFICES

The Regional Tax Offices deliver Ontario's key tax programs, Corporations Tax, **Retail Sales Tax** and Employer Health Tax through a "one window" tax office. There are two such offices: North York Regional Tax Office and Mississauga Regional Tax Office (listed elsewhere). The Regional Tax Offices provide **audit**, collection, service and taxroll activities for the programs administered by the Corporations Tax Branch, Retail Sales Tax Branch and Employer Health Tax Branch.

MISSISSAUGA REGIONAL TAX OFFICE
4th Flr, 1290 Central Pkwy W
Mississauga L5C 4R3
General Inquiry (905)273-9490
(Employer Health Tax & Retail Sales Tax)
Toll Free 1-800-265-9969 (Employer Health Tax & Retail Sales Tax)
Fax (905)949-7700 (Audit)
Fax (905)615-5860 (Director)
Fax (905)949-3389 (Services)
8:15 - 4:30

NORTH YORK REGIONAL TAX OFFICE
2nd Flr, 5 Park Home Ave
North York M2N 6L4
(416)222-3226 (Retail Sales Tax)
(416)222-6246 (Employer Health Tax)
Toll Free 1-800-268-8852 (Retail Sales Tax - English & French)
Toll Free 1-888-565-6433 (Employer Health Tax)
Toll Free French 1-888-612-6509 (Employer Health Tax)
Fax (416)218-3738
8:15 - 4:30

RETAIL SALES TAX BRANCH
3rd Flr, 33 King St W
Oshawa L1H 8H7
General Inquiry (905)433-6170
Fax (905)433-5189 (Centralized Programs)
Fax (905)433-5254 (Tax Advisory)
Fax (905)433-5433 (Director)
8:15 - 4:30

This branch administers the **Retail Sales Tax** Act in Ontario. **Vendors** collect Retail Sales Tax from consumers at the time of sale on most goods, taxable services, insurance premiums and prices of admission. Vendors also pay tax on most goods manufactured for own use, purchased or imported for own use. The branch operates 7 offices throughout Ontario and issues vendor **permits** and provides information on exemptions and other aspects of Retail Sales Tax, including vendor information for those starting a **business**. The branch supports the Regional Tax Offices in North York and Mississauga which also provide similar services to the public. Tax advice is offered in numerous forms: answering taxpayers' specific questions by telephone, letter or in person; publishing sales tax guides; and providing bulletins, seminars, lectures and visits to businesses. Refunds and rebates to various claimants are verified and processed. It protects tax base through visits and **audits**.

Services offered to the Public:
Propane/Alternative Fuels Program
Rebate for Vehicles to Transport a Permanently Physically Disabled Person
Tax for Fuel Conservation
Temporary Retail Sales Tax Rebate for Commercial Farmers
Used Vehicle Information Program

RETAIL SALES TAX FIELD OFFICES

DURHAM FIELD OFFICE
2nd Flr, 1600 Champlain Ave
Whitby L1N 9B2
General Inquiry (905)432-3332
Toll Free 1-800-668-5810
Fax (905)435-3535 (Services)
Fax (905)435-3543 (Audit)
8:15 - 4:30

HAMILTON FIELD OFFICE
119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7504
Toll Free 1-800-263-9229
Fax (905)521-7868
8:15 - 4:30

KITCHENER FIELD OFFICE
449 Belmont Ave W
Kitchener N2M 1N2
General Inquiry (519)576-8400
Toll Free 1-800-265-2303
Fax (519)571-6100
8:15 - 4:30

LONDON FIELD OFFICE
Dufferin Corporate Centre
Suite 400, 130 Dufferin St
London N6A 6G8
General Inquiry (519)433-3901
Toll Free 1-800-265-1540
Fax (519)661-6618
8:15 - 4:30

NORTH BAY FIELD OFFICE
Suite 102, 447 McKeown Ave
PO Box 6010
North Bay P1B 9T3
General Inquiry (705)474-4900
Toll Free 1-800-461-1564
Fax (705)495-3805
8:15 - 4:30

OTTAWA FIELD OFFICE
3rd Flr, 1355 Bank St
Ottawa K1H 8K7
General Inquiry (613)523-9760
Toll Free 1-800-267-9745
Fax (613)239-1582
8:15 - 4:30

SPECIAL INVESTIGATIONS BRANCH
3rd Flr N, 55 Athol St E
Oshawa L1H 1J8
General Inquiry (905)433-6900
Fax (905)436-4493
8:30 - 4:30

The Special Investigations Branch is responsible for the **enforcement** of 15 statutes administered by the Tax Revenue Division. It investigates cases of tax evasion, fraudulent grant and tax credit **claims**, and other serious **offences**. It recommends **prosecution** in cases where sufficient evidence is available to support such action.

Services offered to the Public:
Tax Enforcement

TAX APPEALS BRANCH
3rd Flr, 1600 Champlain Ave
Whitby L1N 9B2
Toll Free 1-800-263-7965 (Customer Service Centre)
Toll Free 1-800-461-2637
TTY Toll Free 1-800-263-7776 (Customer Service Centre)
Toll Free French 1-800-668-5821 (Customer Service Centre)
Fax (905)435-2000
8:30 - 4:30

The Tax **Appeals** Branch processes objections and appeals filed under the following statutes administered by the ministry: the **Corporations** Tax Act, the **Mining** Tax Act, the

Fuel Tax Act, the **Gasoline** Tax Act, the **Land** Transfer Tax Act, the **Retail Sales Tax** Act, the **Tobacco** Tax Act, the Ontario Guaranteed Annual Income Act, the Ontario Pensioners **Property Tax** Assistance Act, the Race Tracks Tax Act, the Ontario Home Ownership Savings Plan Act, the Employee Share Ownership Plan Act, the Small Business Development Corporations Act, the Employer **Health** Tax Act, the **Municipal** Act and the Community Small Business **Investment** Funds Act. General information and forms may be obtained by calling our Customer Service Centre.

Services offered to the Public:
Objections and Appeals

TAX CREDITS AND GRANTS BRANCH
5th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry 1-800-263-7965
TTY 1-800-263-7776
Toll Free French 1-800-668-5821
Fax (905)436-4471
8:15 - 4:30

Tax Credits and **Grants** Branch administers the Guaranteed Annual Income System program; the Ontario Tax Reduction program; the Community Small Business Investment Funds Act; the Ontario Opportunities Fund; the Ontario Home Ownership Savings Plan Act; and the Ontario Tax Credits system which consists of the Ontario Home Ownership Savings Plan Tax Credit, the **Property Tax** Credit, the Sales Tax Credit, the **Political** Contribution Tax Credit, the Co-operative Education Tax Credit, the Graduate Transitions Tax Credit, **Workplace Child Care** Tax Incentive, and the Workplace Accessibility Tax Incentive. The branch also administers the Ontario Child Care Supplement for Working Families program.

Services offered to the Public:
Co-op Education Tax Credit
Community Small Business Investment Funds
Employee Ownership Labour Sponsored Venture Capital Corporation
Guaranteed Annual Income System
Labour Sponsored Investment Funds
Ontario Child Care Supplement for Working Families Program
Ontario Home Ownership Savings Plan
Ontario Opportunities Fund
Ontario Tax Reduction
Political Contribution Tax Credit
Property and Sales Tax Credits

OPERATIONS
33 King St W
Oshawa L1H 8H5
Toll Free 1-800-263-7466 (BIPS Hotline)
Fax (905)436-4496 (BIPS)
Fax (905)436-4433 (OHOSP)
8:15 - 4:30

Tax Credits and Grants Branch's Operations section consists of five units: Guaranteed Annual Income System, Ontario Home Ownership Savings Plan, Benefits Recovery,

Business Investment Plans (BIPS), and the Ontario Child Care Supplement for Working Families Program. BIPS administers the Community Small Business Investment Funds Act.

TAX ADVISORY AND AUDIT
5th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry 1-800-263-7965
Fax (905)436-4471
8:15 - 4:30

Tax Advisory and Audit section provides legislation and program advisory support for the branch, audit planning and research for Ontario Tax Credit programs, and LAN and PC support to the branch.

AGENCIES, BOARDS AND COMMISSIONS

DEPOSIT INSURANCE CORPORATION OF ONTARIO
Suite 700, 4711 Yonge St
North York M2N 6K8
(416)325-9444 (Bilingual Inquiries)
Toll Free 1-800-268-6653
Fax (416)325-9722
www.DICO.com
8:45 - 4:30

The Deposit **Insurance** Corporation of Ontario (DICO) (formerly Ontario Share and Deposit Insurance Corporation) was established in 1976 by the **Credit Unions** and **Caisses Populaires** Act. Its mission is "to protect depositors" of credit unions and caisses populaires. DICO is administered by a board of directors appointed by the government and is accountable to the provincial legislature through the Minister of Finance. It provides deposit insurance for individual depositors to a current limit of $60,000. DICO performs its deposit insurance function in a number of ways, namely by: providing **financial assistance** for the continued operation of a credit union or caisse populaire in difficulty, administering the affairs of a credit union or caisse populaire with insufficient surplus and capital, and conducting orderly liquidations and making direct payments to depositors.

FINANCIAL SERVICES COMMISSION
17th Flr, 5160 Yonge St
Box 85
North York M2N 6L9
General Inquiry (416)250-7250
TTY (416)590-7108
Toll Free 1-800-668-0128
TTY Toll Free 1-800-387-0584
Fax (416)590-7070
8:00 - 5:00

The **Financial** Services Commission of Ontario, established July 1, 1998, amalgamates the Ontario Insurance Commission, the Pension Commission of Ontario, and the Deposit Institutions Division of the Ministry of Finance. The commission's mandate is to provide regulatory services that protect the public interest and enhance public confidence in the sectors it regulates, and to make recommendations to the Minister on matters affecting those sectors.

AUTOMOBILE INSURANCE ANALYSIS DIVISION
5160 Yonge St
Box 85
North York M2N 6L9
General Inquiry (416)250-7250
TTY (416)590-7108
Toll Free 1-800-668-0128
TTY Toll Free 1-800-387-0584
Fax (416)590-7070
8:00 - 5:00

This division regulates most aspects of the automobile insurance industry. The regulatory authority is found in the various sections of the Insurance Act and the Compulsory Automobile Insurance Act. The division's primary private sector client base includes consumers of automobile insurance, claimants of automobile insurance benefits, insurance companies and industry associations. The division is comprised of three sections: Rates & Classifications; Actuarial Services and Accident Benefits Analysis.

ACCIDENT BENEFITS ANALYSIS UNIT
5160 Yonge St
Box 85
North York M2N 6L9
General Inquiry (416)250-7250
TTY (416)590-7108
Toll Free 1-800-668-0128
TTY Toll Free 1-800-387-0584
Fax (416)590-7070
8:00 - 5:00

The Accident Benefits Analysis unit monitors and evaluates the operation of the Statutory Accident Benefits Schedule of the Insurance Act, and accident benefits utilization trends in the automobile insurance system in Ontario, through regular consultation with the insurance industry and other branches within the commission. The unit also supports the work of the Minister's committee on the Designated Assessment Centre System in developing a system of centres which provide claimants and insurers with fair, impartial and cost-effective evaluations of claimants' entitlement to accident benefits on a timely basis.

ACTUARIAL SERVICES
5160 Yonge St
Box 85
North York M2N 6L9
General Inquiry (416)250-7250
TTY (416)590-7108
Toll Free 1-800-668-0128
TTY Toll Free 1-800-387-0584
Fax (416)590-7070
8:00 - 5:00

The Actuarial Services office is responsible for all actuarial matters involving the approval of insurance rates (premiums) for automobile insurance and the pre-paid health plans, the review of the actuarial reserves on annual financial statements, the valuation of the Motor Vehicle Accident Claims Fund, the approval of industry statistics captured under the

Automobile Statistical Plan, the Ontario Statutory Accident Benefits Plan and the Commercial Casualty Statistical Plans, the review of licence applications, mergers and amalgamations; as well as providing actuarial support to other branches within the commission.

RATES AND CLASSIFICATIONS
5160 Yonge St
PO Box 85
North York M2N 6L9
General Inquiry (416)250-7250
TTY (416)590-7108
Toll Free 1-800-668-0128
TTY Toll Free 1-800-387-0584
Fax (416)590-7070
8:00 - 5:00

Rates and Classifications approves/authorizes automobile **insurance** rates (premiums) and risk classifications of companies underwriting automobile insurance in Ontario. The branch ensures that insurance companies comply with the Insurance Act with respect to the rates being just and reasonable, not excessive, so as not to impair the solvency of the company. The risk classification systems must be predictive of risk and distinguish fairly between risks. Review changes to Facility Association's Plan of Operation and publication to ensure information is appropriately communicated to insurers and brokers to ensure fairness in how automobile insurance is provided through the insurers of last resort. Review the automobile insurance underwriting rule of filings of insurance companies to ensure rules are predictive of risk, not subjective, not arbitrary or contrary to public policy. Automobile insurance forms are reviewed to ensure information provided is understandable to the consumer.

CORPORATE SERVICES
5160 Yonge St
Box 85
North York M2N 6L9
Fax (416)590-7070
8:00 - 5:00

Corporate Services, consisting of four sections, is responsible for the commission's administrative, business planning, financial, human resources and information technology services.

DISPUTE RESOLUTION GROUP
14th Flr, 5160 Yonge St
North York M2N 6L9
General Inquiry (416)250-6714
(416)590-7210 (Mediation Hotline)
(416)590-7202 (Arbitration Hotline)
Toll Free 1-800-517-2332
Fax (416)590-7077
8:00 - 5:00

The Dispute Resolution Group provides a **mediation**, **arbitration** and **appeal** process for disputes arising from an individual's claim to statutory accident benefits (automobile **insurance**) for bodily injury.

LEGAL SERVICES
17th Flr, 5160 Yonge St
Box 85
North York M2N 6L9
Fax (416)590-7070
8:00 - 5:00

Legal Services provides the Financial Services Commission with legal opinions and advice, assistance in policy development, staff training and represents the commission in the courts and at various administrative proceedings. The Legal Services branch also prepares and drafts agreements, regulations and legislation.

LICENSING AND ENFORCEMENT DIVISION
4th Flr, 5160 Yonge Street
Box 85
North York M2N 6L9
General Inquiry (416)250-9209 (24 Hour Information Line)
TTY (416)590-7108
Toll Free 1-800-263-0541
TTY Toll Free 1-800-387-0584
Fax (416)590-7070
www.fsco.gov.on.ca
8:00 - 5:00

The Licensing and **Enforcement** Division is responsible for licensing of financial institutions and intermediaries doing business in Ontario: **insurance** companies; **credit unions**; loan and **trust companies**; **cooperatives**; life insurance agents; insurance corporate agencies; insurance adjusters and mortgage brokers. The division also monitors solvency of financial institutions incorporated in Ontario. The division administers and enforces the Insurance Act, Credit Unions and **Caisses Populaires** Act, the Co-operatives Corporations Act, the Loan and Trust Corporations Act, and Mortgage Brokers Act. The division is also responsible for compliance audits and reviews such as agent compliance with continuing education requirements; insurance company compliance with market conduct requirements. It provides investigation services to support FSCO enforcement actions.

Services offered to the Public:
Investigations

CREDIT UNIONS AND CO-OPERATIVES BRANCH
30th Flr, 250 Yonge St
Toronto M5B 2N7
(416)326-9300 (Credit Unions)
(416)326-1045 (Caisse Populaires)
(416)326-1029 (Co-Operatives)
Fax (416)326-9313
8:00 - 5:00

Reporting to the Superintendent of Financial Services, the director of the branch is responsible for: Regulation under the **Credit Unions** and **Caisses Populaires** Act 1994 of Ontario's credit unions and caisses populaires, to protect the interests and deposits of their members. This is accomplished by programs of monitoring and on-site **inspection**, to

ensure compliance with the statute and standards of sound business practice. The branch processes statutory approvals including lending **licences**, sale of securities to members, new incorporations and mergers. Administration of the Co-operatives Corporations Act including statutory processes for incorporation of new co-operatives, issuance of offering statements for sale of securities to members of co-operatives and receipt of statutory filings. Administration of the Loan and Trust Corporations Act including processing required statutory approvals.

MOTOR VEHICLE ACCIDENT CLAIMS FUND
5160 Yonge St
PO Box 85
North York M2N 6L9
(416)250-1422 (24 Hour Information Line)
Toll Free 1-800-268-7188
Fax (416)590-7076
www.fsco.gov.on.ca
8:00 - 5:00

The Motor Vehicle Accident **Claims** Fund (**MVACF**) provides **compensation** to people injured in auto **accidents** when no automobile **insurance** exists to respond to the claim. In cases of damage to property, not otherwise insured against vehicle impact (e.g., hydro and telephone poles or self-insured municipal property), both the owner and driver of the uninsured vehicle must be identified. In cases where it is legally permissible, the branch attempts to recover from the uninsured motorist the monies paid out on their behalf.

OFFICE OF THE INSURANCE OMBUDSMAN
4th Flr, 5160 Yonge St
Box 85
North York M2N 6L9
(416)250-6750 (24 Hour Information Line)
TTY (416)590-7108
Toll Free 1-800-668-0128
TTY Toll Free 1-800-387-0584
Fax (416)590-7070
8:00 - 5:00

The Office of the **Insurance** Ombudsman responds to **consumer complaints** about business practices of insurance companies that remain unresolved after the consumer and the company have attempted to reach an agreement. The office maintains a list of Ombudsman liaison designates at the insurance company.

PENSION PLANS BRANCH
29th Flr, 250 Yonge St
Toronto M5B 2N7
(416)314-5993 (Calls Accepted From Within Canada)
(416)314-0660 (Information Tape - CPP, OAS, Public Service Pension Board)
Fax (416)314-1798
Fax (416)314-0620
8:00 - 5:00

The mandate of the **Pension** Plans Branch is to support the Superintendent of Financial Services in administering The Pension Benefits Act (the "Act") and the regulations made under the Act (the "Regulations"). The branch processes applications made under the Act,

ensures that pension plans registered comply with the Act and the Regulations and takes **enforcement** action where required. The branch is also responsible for the monitoring of revenues collection by the Taxation Data Centre (TDC) in Oshawa and reviewing the Annual Information Return (AIR) fees and Pension Benefits Guarantee Fund (PBGF) **Assessments** in accordance with the Act.

POLICY AND COMMUNICATIONS BRANCH
5160 Yonge St
North York M2N 6L9
(416)250-7250 (24 Hr Information Line - Insurance)
(416)314-5993 (General Information On Pensions)
(416)590-7298 (Publications Request Line)
TTY (416)590-7108 (24 Hr Information Line - Insurance)
Toll Free 1-800-668-0123
TTY Toll Free 1-800-387-0584
Fax (416)590-7070
www.fsco.gov.on.ca.
8:00 - 5:00

The Policy and Communications Branch consists of four sections: Pension Policy Section, Insurance and Deposit Institution Policy Section, Public Affairs Section and the Special Projects Section. The branch's main functions are as follows: policy research and development, stakeholder relations, inter-jurisdictional cooperation, media relations, issues coordination, press releases, special events planning, speech writing, publications, industry bulletins, and special projects.

FINANCIAL SERVICES TRIBUNAL
29th Flr, 250 Yonge St
Toronto M5B 2N7
General Inquiry (416)314-0624
Fax (416)314-1798
8:30 - 4:30

The Financial Services Tribunal is a separate adjudicative body of nine to fifteen members whose Chair and two Vice-Chairs are also those of the Financial Services Commission of Ontario. All the members of the Financial Services Tribunal have expertise in the regulated sectors and are appointed by the Lieutenant Governor in Council for periods not exceeding three years. The Financial Services Tribunal will hear all **appeals** or reviews of a proposed or intended decision of the Superintendent of Financial Services at the request of one of the affected parties.

ONTARIO FINANCING AUTHORITY
14th Flr, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)325-8000
Fax (416)325-8005
Fax (416)325-1595 (Frost Bldg S)
8:30 - 5:00

The Ontario Financing Authority is an agency of the Province of Ontario, created under the Capital Investment Plan Act, 1993, reporting to the Minister of Finance through the chair of the board of directors. The Ontario Financing Authority is responsible for arranging, coordinating and managing the borrowing, investment of funds and financial risk

management activities on behalf of the province, its Crown corporations and other public bodies, in the most efficient and cost-effective manner. It also provides efficient centralized cash and liability management services for the province, its Crown corporations and other public bodies; facilitates the development of financing investment in capital infrastructure; and operates the Province of Ontario Savings Office (POSO). OFA is comprised of five divisions: Capital Markets, Risk Control, Capital Markets Treasury, Corporate Finance and Province of Ontario Savings Office.

CAPITAL MARKETS DIVISION
14th Flr, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)325-8128
Fax (416)325-8111
8:00 - 5:00

The Capital Markets Division, including Investor Relations, is responsible for all capital market activities on behalf of the province. It develops and executes financing strategy, manages the province's assets, invests funds for the province, determines and carries out risk management strategy and manages pooled funds.

CAPITAL MARKETS TREASURY DIVISION
14th Flr, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)325-8083
Fax (416)325-8118
8:00 - 5:00

The Capital Markets Treasury Division is responsible for cash management, banking services and relations with the banking community, settlement and confirmation of capital market transactions and fiscal agency monitoring, accounting for debt and public debt interest, management and financial reporting, and internal controls.

CORPORATE FINANCE DIVISION
14th Flr, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)325-8102
Fax (416)325-9960
8:30 - 5:00

The Corporate Finance Division is involved with the overall management of provincial credit, specifically with respect to the financing of capital infrastructure projects. It negotiates and structures financing transactions for specific projects and provides advisory services to the province and Crown corporations regarding financing alternatives.

RISK CONTROL DIVISION
14th Flr, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)325-8102
Fax (416)325-8140
8:00 - 4:45

The Risk Control Division is responsible for: risk management policies; information relating to risk exposures, market value and performance measurement of capital market transactions and portfolios; monitoring and forecasting public debt interest cost; credit

analysis of counter parties; maintaining Ontario's relationship with the credit rating agencies; and all information technology needed to support the Ontario Financing Authority's business.

PROVINCE OF ONTARIO SAVINGS OFFICE HEAD OFFICE
2nd Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-5788
Toll Free 1-888-283-8333
Fax (905)433-6519
http://www.ofina.on.ca/poso.html
8:15 - 4:30

The Province of Ontario **Savings Office** operates twenty-three branches and five agencies in twenty-two communities. The Savings Office provides savings/chequing accounts, Short Term Deposits and Guaranteed **Investment Certificates** to the public. All funds on deposit are guaranteed 100% by the Province of Ontario.

SAVINGS OFFICE AGENCIES

ARMSTRONG
12 King St
Armstrong P0T 1A0
General Inquiry (807)583-2667
Fax (807)583-2094

GOGAMA
41 Poupore St
Gogama P0M 1W0
General Inquiry (705)894-2168
Fax (705)894-2571

KILLARNEY
7 Channel St
Killarney P0M 2A0
General Inquiry (705)287-2653
Fax (705)287-2732

PICKLE LAKE
6 Koval St S
Pickle Lake P0V 3A0
General Inquiry (807)928-2968
Fax (807)928-2063

VIRGINIATOWN
42 Connell Ave
Virginiatown P0K 1X0
General Inquiry (705)634-2346
Fax (705)634-2717

SAVINGS OFFICE LOCATIONS

AYLMER
34-36 Talbot St W
Aylmer N5H 1J7
General Inquiry (519)765-1286
Fax (519)765-1690

BRANTFORD
171 Colborne St
Brantford N3T 6C9
General Inquiry (519)753-4131
Fax (519)753-7121

GUELPH
153 Wyndham St N
Guelph N1H 4E9
General Inquiry (519)821-2101
Fax (519)821-2990

HAMILTON - CENTRE MALL
Centre Mall
1227 Barton St E
Hamilton L8H 2V4
General Inquiry (905)547-6202
Fax (905)547-4748

HAMILTON-MAIN
Lloyd D Jackson Square
2 King St W
Hamilton L8P 1A1
General Inquiry (905)528-6391
Fax (905)528-8103

LONDON
353 Richmond St
London N6A 3C2
General Inquiry (519)432-1197
Fax (519)432-7896

OTTAWA
171 Sparks St
Ottawa K1P 5B9
General Inquiry (613)239-1469
Fax (613)239-1482

OWEN SOUND
825 2nd Ave E
Owen Sound N4K 5P3
General Inquiry (519)376-6025
Fax (519)376-1041

PEMBROKE
40 Pembroke St W
Pembroke K8A 6X3
General Inquiry (613)732-7821
Fax (613)732-3830

SEAFORTH
49 Main St
Seaforth N0K 1W0
General Inquiry (519)527-0210
Fax (519)527-2512

ST CATHARINES
106 King St
St Catharines L2R 3H8
General Inquiry (905)688-4661
Fax (905)688-0320

ST MARYS
134 Queen St
St Marys N4X 1A9
General Inquiry (519)284-2260
Fax (519)284-2622

SUDBURY
Suite 105, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)670-7373
Fax (705)670-7375

THUNDER BAY
Suite 102 Podium Level,
189 Red River Rd
Thunder Bay P7B 1A2
General Inquiry (807)343-7390
Fax (807)343-7388

WALKERTON
236 Durham St
Walkerton N0G 2V0
General Inquiry (519)881-3321
Fax (519)881-3797

WINDSOR
545 Ouellette Ave
Windsor N9A 4J3
General Inquiry (519)254-4324
Fax (519)254-6270

WOODSTOCK
396 Dundas St
Woodstock N4S 1B7
General Inquiry (519)537-8194
Fax (519)537-8844

TORONTO SAVINGS OFFICES

BAY AND ADELAIDE
328 Bay St
Toronto M5H 2S7
General Inquiry (416)363-7282
Fax (416)363-0896

BROADVIEW
838 Broadview Ave
Toronto M4K 2R1
General Inquiry (416)463-1117
Fax (416)463-7773

DANFORTH AND WOODBINE
2031 Danforth Ave
Toronto M4C 1J8
General Inquiry (416)698-8320
Fax (416)698-9131

QUEEN'S PARK
Macdonald Block
Rm M1-40, 900 Bay St
Toronto M7A 2A9
General Inquiry (416)325-8480
Fax (416)325-8487

ST CLAIR
112 St Clair Ave W
Toronto M4V 2Y3
General Inquiry (416)925-3887
Fax (416)925-3874

UNIVERSITY AND DUNDAS
439 University Ave
Toronto M5G 1Y8
General Inquiry (416)965-3891
Fax (416)324-4722

ONTARIO SECURITIES COMMISSION
Suite 800, 20 Queen St W
Box 55
Toronto M5H 3S8
General Inquiry (416)597-0681
Fax (416)593-8241
8:45 - 4:45

The Ontario **Securities** Commission maintains a list of reporting issuers and **records** filings of insider trading, proxy solicitation material, financial statements and take-over bids for the benefit of investors. It processes **prospectus** offerings of securities and applications for exemption, as well as applications for transfer or release of securities from escrow. The commission registers and investigates **consumer complaints** about **stockbrokers**, their salespersons and **investment** advisers; and commodity futures dealers, their salespersons and advisers. It also investigates complaints about actions by companies affecting the value of securities and answers general questions about commodity futures trading.

ACTS

Assessment Act
Capital Investment Plan Act, 1993
Child Care Supplement Information Collection Act, 1998
Commodity Futures Act
Community Small Business Investment Funds Act
Compulsory Automobile Insurance Act
Cooperative Corporations Act
Corporations Tax Act
Credit Unions and Caisses Populaires Act, 1994
Employer Health Tax Act
Fair Municipal Finance Act No.1, 1997
Fair Municipal Finance Act No.2, 1997
Financial Administration Act
Financial Services Commission of Ontario Act, 1997
Fuel Tax Act
Gasoline Tax Act
Income Tax Act
Insurance Act
Insurance Statute Law Amendment Act, 1993
Land Transfer Tax Act
Loan and Trust Corporations Act,
Marine Insurance Act
Mining Tax Act
Ministry of Revenue Act
Ministry of Treasury and Economics Act
Mortgage Brokers Act

Motor Vehicle Accident Claims Act
Ontario Credit Union League Limited Act, 1972 (unconsolidated and unrepealed)
Ontario Guaranteed Annual Income Act
Ontario Home Ownership Savings Plan Act
Ontario Loan Act, 1998
Ontario Property Assessment Corporation Act, 1997
Pension Benefits Act
Prepaid Hospital and Medical Services Act
Province of Ontario Savings Office Act
Provincial Land Tax Act
Race Tracks Act
Registered Insurance Brokers Act
Retail Sales Tax Act
Securities Act
Small Business Development Corporations Act
Small Business and Charities Protection Act, 1998
Social Contract Act, 1993
Statistics Act
Succession Duty Act
Tobacco Tax Act
Toronto Futures Exchange Act, 1983
Toronto Stock Exchange Act
Treasury Board Act, 1991
Unclaimed Intangible Property Act (unproclaimed)

MINISTER RESPONSIBLE FOR FRANCOPHONE AFFAIRS

11th Flr, 77 Grenville St
Toronto M5S 1B3
General Inquiry (416)326-3074
Fax (416)326-3083
http://www.ofa.gov.on.ca

OFFICE OF FRANCOPHONE AFFAIRS

Mowat Block
4th Flr, 900 Bay St
Toronto M7A 1C2
General Inquiry (416)325-4949
TTY (416)325-0017
Toll Free 1-800-268-7507
Fax (416)325-4980
ofa@ofa.gov.on.ca
8:30 - 4:45

The Office of **Francophone** Affairs (OFA) is a central agency that serves as the Ontario Government's main source of expertise on matters relating to francophone affairs and **French** language services. The Office also provides information on the province's French-speaking population to other levels of government and members of the public. Vision: To ensure that francophones have access to provincial government services in French and that they participate in the social, economic, cultural and political life of the province, while maintaining their cultural and linguistic heritage. Mission: To coordinate the government-wide delivery of French language services in the 23 areas designated under the French Language Services Act.

Services offered to the Public:
Economic Development Fund

ACTS

French Language Services Act

MINISTRY OF HEALTH

Hepburn Block
10th Flr, 80 Grosvenor St
Toronto M7A 2C4
General Inquiry (416)327-4327
http://www.gov.on.ca/health

Ministry of Health is responsible for administering the health care system and providing services to the Ontario public through such programs as health insurance, drug benefits, assistive devices, care for the mentally ill, long-term care, home care services, community and public health promotion and disease prevention. It also regulates hospitals, nursing homes; operates psychiatric hospitals and medical laboratories; and coordinates emergency health services.

DEPUTY MINISTER'S OFFICE

ADM INTEGRATED SERVICES FOR CHILDREN

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)327-4296
Fax (416)325-5615

The Ministries of Community and Social Services, Health, Education and Training, and Citizenship, Culture and Recreation are working together to improve service coordination and integration at the community level. The office is responsible for designing and implementing service delivery strategies that ensure integration. The initial focus will be on children and families at risk.

COMMUNICATIONS AND INFORMATION BRANCH

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 1S2
General Inquiry (416)327-4343
TTY 1-800-387-5559
Fax (416)327-8791

The Communications and Information Branch supports the programs and policies of the ministry through the development of strategic communications plans; production of a variety of information including speeches, statements and news releases; issues management; and media liaison. INFOline provides information on the programs, services and activities of the ministry by responding to telephone, in-person and written requests for information.

INFOLINE
6th Flr, 2195 Yonge St
Toronto M4S 2B2
General Inquiry (416)327-4327
TTY 1-800-387-5559
Toll Free 1-800-268-1153
Fax (416)314-8721

LEGAL SERVICES BRANCH
Hepburn Block
10th Flr SW 1035, 80 Grosvenor St
Toronto M7A 1S3
General Inquiry (416)327-8606
Fax (416)327-8605 (Toronto)
Fax (613)548-6650 (Kingston Counsel)
8:30 - 5:30

Legal services provided to the ministry by this branch include preparation of contracts, provision of opinions, appearances at court hearings, preparation, review and interpretation of statutes and regulations; and other legal matters. The Legal Services Branch is seconded to the Ministry of Health by the Ministry of the Attorney General.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY OFFICE
6th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7040
Fax (416)327-7044

The Freedom of Information and Protection of Privacy (FIPP) Office coordinates the implementation of the Freedom of Information and Protection of Privacy Act (Act) within the Ministry of Health. The unit develops policies and procedures and offers an educational program to assist ministry staff in responding to requests for information. Customer service is an important aspect of the FIPP office function since the office processes information applications, reviews severance procedures, offers advice and assistance concerning procedures to program areas, and establishes and collects fees in accordance with the Act. Ministry preparations for appeals are coordinated with the Legal Services Branch and program areas. The FIPP office liaises with the Office of the Information and Privacy Commissioner/Ontario and other ministry staff to ensure that practices for the collection of personal information comply with the Act.

CORPORATE SERVICES GROUP

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-4272
Fax (416)327-4434

The Corporate Services Group deliver a broad range of strategic and operational services to clients in the ministry. The Group leads the development and implementation of ministry management and accountability systems: advises its clients on the acquisition of their resources (eg. dollars, people, information technology etc.); educates, advises, and provides tools to support clients and their management of change; audits and evaluates ministry management systems; provides information management and information technology support.

AUDIT BRANCH
8th Flr, 5700 Yonge St
Toronto M2M 4K5
(613)548-6484 (Kingston General Inquiry)
(416)327-7792 (Toronto General Inquiry)
Fax (416)327-7809

The Audit Branch is responsible for the ministry's audit functions, which include reviewing and appraising the accounting, financial and operating controls of internal offices and

ministry funded agencies. The Audit Branch delivers the ministry's internal audit function providing senior management with advice on assessing and managing risks and assurance on the adequacy and effectiveness of the ministry's internal controls, as determined through internal audit evaluations.

FISCAL STRATEGIES BRANCH
Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8674
Fax (416)314-5919

The Fiscal Strategies Branch coordinates the ministry's business planning and estimates processes, including the preparation of submissions to Management Board and regular reporting of the ministry's financial status to the Ministry of Finance. The branch monitors transfer payments made to agencies and facilities funded by the ministry, and provides detailed monitoring and forecasting of expenditures. Responsibilities include the provision of financial management, forecasting, and advisory services to ministry program managers and to ministry senior management.

CAPITAL AND TECHNICAL SERVICES
Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 2C6
General Inquiry (416)327-8674
Fax (416)327-7076

Capital and Technical Services (C&TS) manages the capital planning and funding for the Ministry of Health. The unit ensures consistent capital planning and provides technical support and advice for individual capital projects. C&TS monitors and evaluates capital expenditures to ensure legislative and fiscal accountability in the expenditure of public funds.

FINANCIAL FORECASTING GROUP
Hepburn Block
9th Flr, 80 Grosvenor St.
Toronto M7A 2C6
General Inquiry (416)327-8691

Financial Forecasting Group provides support for multi-year financial forecasting in the Ministry of Health. The unit develops and distributes parameters for multi-year forecasting, analyses cost information and provides statistical and econometric advice to other parts of the Ministry.

PROGRAM ADVISORY SERVICES
Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 2C6
General Inquiry (416)327-8650

The Program Advisory Services group monitors transfer payments made to agencies and facilities funded by the ministry, and provides financial advisory services to ministry program managers.

HUMAN RESOURCES BRANCH
7th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-8743
Fax (416)327-4482
Fax (416)327-4483 (Director's Office)

Human Resources Branch works mainly in an advisory capacity with line managers who have primary responsibility for human resources management matters within their units. The branch establishes ministry personnel policies and procedures, determines appropriate classification and compensation levels for all ministry employees, recruits staff, counsels employees, investigates employee grievances, coordinates the ministry's Youth Employment Program and promotes and facilitates the understanding and use of total quality management principles and methods in the Ministry of Health and in the provincial health care system. The branch also maintains employee records. Liaison is provided between the ministry, the Management Board Secretariat and the union/association representing Ministry of Health employees.

CENTRAL AND NORTHEAST REGION

HUMAN RESOURCES BRANCH - ETOBICOKE
81 Resources Rd
PO Box 9000 Terminal A
Etobicoke M5W 1R5
General Inquiry (416)235-5939
Fax (416)235-5901

HUMAN RESOURCES BRANCH - PENETANGUISHENE
Administration Bldg
Level 2, Rm A-216, 500 Church St
Penetanguishene L9M 1G3
General Inquiry (705)549-3181
Fax (705)549-3446

HUMAN RESOURCES BRANCH - WHITBY
Whitby Mental Health Centre
Bldg 5, Level 3, 700 Gordon St
PO Box 613
Whitby L1N 5S9
General Inquiry (905)430-4002
Fax (905)430-4036

NORTH AND EAST REGION

HUMAN RESOURCES BRANCH - BROCKVILLE
Admin Bldg
1st Flr, Hwy 2 Prescott Rd
PO Box 1050
Brockville K6V 5W7
General Inquiry (613)345-1461
Fax (613)345-0881

HUMAN RESOURCES BRANCH - KINGSTON
Westwood Bldg
Administration Wing, Main Flr,
752 King St W
Postal Bag 603
Kingston K7L 4X3
General Inquiry (613)548-5567
Fax (613)548-5583

HUMAN RESOURCES BRANCH - NORTH BAY
4700 Hwy 11 N
PO Box 3010
North Bay P1B 8L1
General Inquiry (705)474-1200
Fax (705)495-7836

HUMAN RESOURCES BRANCH - THUNDER BAY
Main Flr, 580 Algoma St N
PO Box 2930
Thunder Bay P7B 5G4
General Inquiry (807)343-4311
Fax (807)343-4377

SOUTH AND WEST REGION

HUMAN RESOURCES BRANCH - HAMILTON
100 West 5th St
PO Box 585
Hamilton L8L 2B3
General Inquiry (905)575-6021
Fax (905)575-6036

HUMAN RESOURCES BRANCH - LONDON
Highbury Ave
PO Box 2532
London N6A 4H1
General Inquiry (519)455-5110
Fax (519)455-4715

HUMAN RESOURCES BRANCH - ST THOMAS
467 Sunset Dr
PO Box 2004
St Thomas N5P 3V9
General Inquiry (519)631-8510
Fax (519)633-8593

INFORMATION SYSTEMS DIVISION
Macdonald-Cartier Bldg
5th Flr, 49 Place d'Armes
Kingston K7L 5J3
General Inquiry (613)548-6384
Fax (613)548-6585
8:00 - 4:00

The Information Systems Division is responsible for the development, implementation, management and operation of the ministry's information systems. These systems are designed to support and meet the needs of corporate and program management and planners and researchers within/outside government. The division provides application development and support for both Toronto and Kingston-based clients, as well as the development, maintenance and support for the technological infrastructure for the ministry in both Toronto and Kingston.

INFORMATION MANAGEMENT BRANCH
Macdonald-Cartier Bldg
5th Flr, 49 Place d'Armes
Kingston K7L 5J3
General Inquiry (613)548-6384
Fax (613)548-6585
8:00 - 4:00

Information Management Branch (IMB) has primary responsibility for managing the Ministry's information resources and ensuring that new application systems are developed within the information architecture. Thus IMB ensures that data and processes are secure,

consistent, non-redundant and accessible, enabling the integration of all health care information.

PROGRAM MANAGEMENT OFFICE
10th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)314-4243
Fax (416)314-0289
infomail@pmoweb.org
8:30 - 5:30

The Program Management Office is responsible for the Smart systems for health.

SYSTEMS DEVELOPMENT BRANCH
9th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)326-1225
Fax (416)327-4429 (Toronto)
Fax (613)548-6539 (Kingston)
8:00 - 4:00

The Systems Development Branch is responsible for the design, development, support and maintenance of corporate application systems, including: large administrative application systems, such as PeopleSoft and Walker financial system; large health application systems, including medical claims payments, provider registration, and Ontario Health Card registration; departmental systems like Computer-Aided Materials Management System (CAMMS), which includes the Ontario Pharmacy's drug dispensing and tracking system; corporate desktop applications like the Reciprocal In-Patient and Out-Patient Billing system. Systems Development Branch supports over 3,700 mainframe programs and approximately 100 departmental and desktop systems using a mix of full-time employees and fee-for-service resources.

TECHNOLOGY MANAGEMENT BRANCH
Macdonald-Cartier Bldg
5th Flr, 49 Place d'Armes
Kingston K7L 5J3
General Inquiry (613)548-6384
Fax (613)548-6693
8:00 - 4:00

The Technology Management Branch is responsible for the planning, development, implementation, support, and management of the Ministry's information technology infrastructure including desktop services, server support, telecommunications and technical architecture and development.

SUPPLY AND FINANCIAL SERVICES BRANCH
10th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7972
Fax (416)327-7979
http://headp1.moh.gov.on.ca
8:00 - 4:00

Supply and Financial Services Branch provides a wide range of administrative, technical, financial management and other business support services to the ministry and the health

care system. The branch also manages the Ministry's revenue, banking and payment processes through a shared Business Service Bureau with Ministry of Community and Social Services. The branch's main functions include: Corporate Financial Services; Health Insurance and Related Payments; Supply and Services; and Facilities Management.

CORPORATE ACCOUNTING AND FINANCIAL SERVICES
10th Flr, 5700 Yonge St
North York M2M 4K5
(416)327-7972 (Payment Inquiries)
Fax (416)327-8884

Corporate Accounting and Financial Services unit fulfills the controllership function of the ministry by managing the payment processes and authorizations; financial reporting and recording activities; financial standards; revenue and banking processes. All these functions are managed through a partnership provided by the shared services of Ministry of Community and Social Services/Ministry of Health, Business Service Bureau.

HEALTH INSURANCE AND PROGRAM PAYMENTS
Macdonald Cartier Bldg
3rd Flr, 49 Place d'Armes
Kingston K7L 5J3
General Inquiry (613)548-6547
Fax (613)548-6514

Health Insurance and Program Payments processes all revenues generated by ministry programs, operates payment systems encompassing professionals and clients for care provided under the Health Insurance Act, Trillium Drug Program, Ontario Drug Benefit Act, Independent Health Facilities Act, Assistive Devices Program (ADP), Home Oxygen Program (HOP), Northern Health Program, **Interprovincial** Reciprocal Billing Agreements, Alternate Payment Program, Community Health Centres, Northern Diabetes Health Network, Health Services Organizations and Comprehensive Health Organizations. Subrogation recoveries for the ministry are also administered from this office.

FACILITIES MANAGEMENT SERVICES
1st Flr, 99 Adesso Dr
Concord L4K 3C7
General Inquiry (416)327-7200
Fax (416)327-7312

Facilities Management Services (FMS) for the Ministry of Health, provides assistance to all ministry programs in meeting their accommodation needs across the province. It is also the focal point for strategic accommodation planning for the ministry. FMS services offered include needs analysis, site selection, design coordination including the use of outside design consultants, review of operations & maintenance repair requirements, as well as, coordination of leasing, construction and relocation activities. FMS also provides advisory services to ministry agencies on their space or project needs.

GENERAL AND SUPPORT SERVICES
1st Flr, 99 Adesso Dr
Concord L4K 3C7
General Inquiry (416)327-7200
Fax (416)327-7312

General and Support Services provides a wide variety of administrative, clerical and data entry services both within the branch and ministry wide. Corporate services include:

parking space allocations and associated payment processing for employee and corporate parking requests; photo ID (security) cards for ministry staff; Cenmail System (a Centralized Mailing List System for use by the entire ministry) provides both mailing labels/reports of a wide variety of common mailing lists; service management of contracted online electronic reference services.

RECORDS MANAGEMENT SERVICES
1st Flr, 99 Adesso Dr
Concord L4K 3C7
General Inquiry (416)327-7200
Fax (416)327-7312

The Records Management Program provides a variety of services to Ministry of Health clients to protect the legal, fiscal and administrative interests of the Ontario Government and the public. Records Analysts enforce recorded information policies and procedures that are consistent with government wide directives and standards such as Archives Act, Directive 7-5 Management of Recorded information, Freedom of Information, Protection of Privacy Act (FIPPA), etc. Analysts consult with program area and prepare records schedules and file classifications. They provide guidance and direction on transferring records to offsite storage or disposal through ministry's confidential record disposal system. Consultation services are provided on record management related issues such as program transfers, relocations and closures.

KINGSTON REGIONAL ADMINISTRATIVE AND SUPPORT SERVICES
Macdonald-Cartier Bldg
3rd Flr, 49 Place d'Armes
Box 48
Kingston K7L 5J3
General Inquiry (613)548-6515
TTY (613)548-6371
Fax (613)548-6634 (Accepts Messages
for All Departments Except Director's Office)

The regional administrative and support services program in Kingston provides a full range of services that include mail and messenger services, large volume mailing capabilities, reproduction and stationery stores and micro-imaging services that include source document filming. A thorough description of services available can be obtained at the Supply and Financial Services website http://headp1.moh.gov.on.ca.

ONTARIO GOVERNMENT PHARMACEUTICAL & MEDICAL SUPPLY SERVICE
1st Flr, 99 Adesso Dr
Concord L4K 3C7
General Inquiry (416)327-0837
(416)327-8222 (General Inquiry - Forms)
Fax (416)327-0329 (Forms)
Fax (416)327-0818 (OGPMSS)

Ontario Government Pharmaceutical and Medical Supply Service (OGPMSS) is a central common service of the Government of Ontario. It is responsible for the provision of program related **vaccines**, drugs and related medical supplies to support government ministries and Schedule 1 agencies and facilities. Broader public sector organizations may also take advantage of the services provided. OGPMSS offers an integrated logistic service through product standardization, client evaluations, volume purchasing, centralized

customer service, centralized ordering, warehousing and distribution and consolidated invoicing. OGPMSS also provides customer service support and the warehousing and distribution service for the Ministry of Health and Ministry of Community and Social Services Forms and Publications.

PURCHASING SERVICES
1st Flr, 99 Adesso Dr
Concord L4K 3C7
General Inquiry (416)327-0777
Fax (416)327-0762
http://headp1.moh.gov.on.ca

The Ministry of Health's (MOH) Purchasing Services provides leadership and policy direction in procurement matters, and delivers effective and economical procurement services to ministry program objectives. These program objectives include the acquisition of goods and services competitively, achieving value for expenditures to generate savings and providing access for suppliers to compete in an uncomplicated, fair and consistent manner. MOH Purchasing Services, a centralized service provider, promotes a client integrated procurement environment which is consistent with the MOH Policy Directives Manual and Management Board of Cabinet directives.

FORMS MANAGEMENT SERVICES
1st Flr, 99 Adesso Dr
Concord L4K 3C7
General Inquiry (416)327-7164
Fax (416)327-0329
8:00 - 4:00

The Forms Management program is an integral part of the core function of the Ministry of Health (MOH) in its ability to collect, record, transmit and store information. Its function serves every program and administrative area of the ministry. An intranet on-line catalogue of all MOH registered forms displaying the most current profile/version is located at http://headp1.moh.gov.on.ca. An internet site for on screen fillable forms for public access is located at http://www.gov.on.ca/health.

SUBROGATION
Macdonald-Cartier Bldg
3rd Flr, 49 Place d'Armes
Kingston K7L 5J3
General Inquiry (613)548-6772
Fax (613)548-6763

The subrogation Unit recovers on behalf of ministry programs, the cost of health care services rendered to a person who has suffered an injury as a result of other's negligence, wrongful act, or omission. Recoveries are made for all past and future insured services rendered under the Health Insurance Act and services or benefits provided under the Long-Term Care Act.

HEALTH INSURANCE AND RELATED PROGRAMS

Hepburn Block
10th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-4266
Fax (416)314-5915

Health Insurance and Related Programs includes the Assistive Devices Branch, Drug Programs Branch, Laboratory Services Branch, Negotiations Secretariat and Alternate Payment Programs, Provider Services Branch, Primary Care Reform Project, Registration and Claims Branch and the Laboratory Services Restructuring Secretariat.

ASSISTIVE DEVICES BRANCH

7th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-8804
TTY (416)327-4282
Toll Free 1-800-268-6021 (Client Inquiries)
Toll Free 1-800-267-9458 (Health Care Payments)
TTY Toll Free 1-800-387-5559
Fax (416)327-8192

The Assistive Devices Program (ADP) and Home Oxygen Program (HOP) helps pay for certain equipment and supplies for Ontario residents with long-term physical **disabilities**. ADP pays up to 75% of the cost for devices such as artificial limbs, **wheelchairs**, hearing aids. A grant is paid directly to clients for ostomy, incontinence and needles & syringes. Incontinence supplies are funded for people born after July 1, 1963. HOP pays 100% of a flat monthly rate for oxygen for seniors, people on **welfare**, the Home Care Program or living in a **Long-Term Care** Facilities (LTCF). HOP pays 75% for all other eligible clients.

Services offered to the Public:
Assistive Devices Program
Home Oxygen Program

DRUG PROGRAMS BRANCH

3rd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-8109
Fax (416)327-8123

The Drug Programs Branch's mandate is to provide leadership in achieving optimal **pharmaceutical** services for the protection and improvement of the **health** status of the residents of Ontario. The branch maintains close partnerships with industry, pharmacy and medicine in order to better manage the drug programs. The branch is responsible for the delivery of Ontario's Drug Benefit (ODB) program, the Trillium Drug Program, the Special **Drugs** Program and the publication of the Ontario Drug Benefit Formulary/Comparative Drug Index (the Formulary/CDI). The ODB Formulary/CDI identifies drug products designated as benefits under the program, as well as those brands of drugs that are considered to be interchangeable, and serves as a prescribing and reimbursement guide for doctors and pharmacists. The Ontario Drug Benefit Act and the Drug Interchangeability

and Dispensing Fee Act provides the legislative framework under which the program is administered.

DRUG PROGRAMS MANAGEMENT UNIT
3rd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-8109

The Drug Programs Management section of the branch is responsible for the quality **assessment** of **drugs** to be listed (or already listed) in the Ontario Drug Benefit (ODB) Formulary/CDI, through laboratory and technical evaluation of submissions from **pharmaceutical** manufacturers. This section also provides secretariat functions for the Minister's advisory body to the Minister of Health comprised of experts in medicine, pharmacy and other disciplines. The Drug Quality and Therapeutics Committee (DQTC) makes recommendations relating to pharmaceutical and pharmacological matters, evaluates requests for unlisted drug products under the Section 8 mechanism, evaluates scientific/educational material for health professionals and facilitates communication between the ministry and professional organizations.

ONTARIO DRUG PROGRAMS PROJECT
Macdonald-Cartier Bldg
3rd Flr, 49 Place d'Armes
Kingston K7L 5J3
General Inquiry (416)327-8109
Fax (613)548-6614

The Ontario Drug Programs (ODB) Project is responsible for the implementation and maintenance of the Health Network, linking nearly 2,600 Ontario pharmacies with the ODB program to process ODB drug claims and perform drug use review.

PHARMACEUTICAL SERVICES COORDINATION UNIT
3rd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-8109

The **Pharmaceutical** Services Coordination section provides liaison services relating to the pharmaceutical industry, pharmacists and pharmaceutical care, professional organizations, other government agencies as well as physician liaison services relating to prescribing guidelines. The unit also coordinates the production/printing/distribution of the Ontario Drug Benefit Formulary/Comparative Drug Index. When ordered by an Ontario-authorized prescriber and dispensed in Ontario, **drugs** listed in the ODB Formulary/CDI are available to ODB-eligible recipients. The branch processes, monitors and **audits** claims from all ODB providers and acts in an advisory capacity for matters related to ODB claims payment.

POLICY, FINANCE AND ADMINISTRATION UNIT
3rd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-8109

The Policy, Finance and Administration Unit coordinates the branch's administrative, and financial services, coordinates ministerial briefings and communications activities and is responsible for the policy planning and development functions of the branch. The unit also advises the Ministry of Health, other provincial ministries, institutions, professional organizations, the pharmaceutical industry and the general public on matters relating to the

Ontario Drug Benefit Program, including drug evaluations, improving the quality of pharmaceuticals in nursing homes, homes for the aged, hospitals and government institutions.

TRILLIUM DRUG PROGRAM
15th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)326-1558
TTY 1-800-387-5559
Toll Free 1-800-575-5386

The Trillium Drug Program unit administers the program for people who have high drug costs in relation to their income by assessing applications and processing receipts. The program has an annual deductible that is based on income. Each year starting August l, recipients must pay for their drug cost up to their deductible level before they are eligible for drug coverage. Once the deductible is paid, eligible people receive drug coverage until July 31 of the following year. All eligible people must pay $2 per prescription each time they purchase a covered drug product in Ontario.

LABORATORY SERVICES BRANCH
81 and 81A Resources Rd
Etobicoke M9P 3T1
General Inquiry (416)235-5952
Toll Free 1-800-640-7221 (After-Hours Information)
Fax (416)235-6063

The Laboratory Services Branch consists of the Public **Health Laboratories** (PHLs), the Laboratory Licensing and Inspection Service and the Drug Testing Laboratory.

SAILING ADDRESS FOR LETTERS, PARCELS (NOT SPECIMENS)
PO Box 9000 Terminal A
Toronto M5W 1R5

ALTERNATE MAILING ADDRESS FOR LETTERS, PARCELS
PO Box 37 Etobicoke
Etobicoke M9W 5K9

SHIPPING ADDRESS FOR SPECIMENS
81 Resources Rd
Etobicoke M9P 3T1

CENTRAL PUBLIC HEALTH LABORATORY
81 and 81A Resources Rd
Etobicoke M9P 3T1
General Inquiry (416)235-5952
Toll Free 1-800-640-7221
Fax (416)235-6080

The Public Health **Laboratories** provide laboratory testing and expertise for the prevention of disease and the protection and promotion of the public's health in Ontario. It consists of 13 laboratories which carry out testing in support of public health activities and programs relating to reportable, emerging and other public health relevant **diseases**.

DRUG TESTING LABORATORY
3rd Flr, 81A Resources Rd
Etobicoke M9P 3T1
General Inquiry (416)235-5929
Fax (416)235-6282

The Drug testing Laboratory provides high quality testing for **pharmaceutical** products for the ministry's drug programs and as a resource provides advice on drug interchangeability to pharmacists and physicians.

LABORATORY LICENSING & INSPECTION SERVICE
3rd Flr, 81A Resources Rd
Etobicoke M9P 3T1
General Inquiry (416)235-6054
Fax (416)235-6282

The Laboratory Licensing and **Inspection** Service ensures that **medical laboratories** and specimen collection centres operate at an acceptable yet economical standard while meeting community need.

REGIONAL PUBLIC HEALTH LABORATORIES

HAMILTON
PO Box 2100
Hamilton L8N 3R5
General Inquiry (905)385-5379
Fax (905)521-7405

KINGSTON
PO Box 240
Kingston K7L 4V8
General Inquiry (613)548-6630
Fax (613)548-6636

LONDON
PO Box 5704 Terminal A
London N6A 4L6
General Inquiry (519)455-9310
Fax (519)455-3363

ORILLIA
PO Box 600
Orillia L3V 6K5
General Inquiry (705)325-7449
Fax (705)329-6001

OTTAWA
2380 Saint Laurent Blvd
Ottawa K1G 5A4
General Inquiry (613)736-6800
Fax (613)736-6820

PALMERSTON
PO Box 700
Palmerston N0G 2P0
General Inquiry (519)343-3102
Fax (519)343-2832

PETERBOROUGH
PO Box 265
Peterborough K9J 6Y8
General Inquiry (705)743-6811
Fax (705)745-1257

SAULT STE MARIE
PO Box 220
Sault Ste Marie P6A 5L6
General Inquiry (705)254-7132
Fax (705)945-6873

SUDBURY
1300 Paris St
Sudbury P3E 3A3
General Inquiry (705)564-6917
Fax (705)564-6918

THUNDER BAY
336 South Syndicate Ave
Thunder Bay P7E 1E3
General Inquiry (807)622-6449
Fax (807)473-3046

TIMMINS
67 Wilson Ave
Timmins P4N 2S5
General Inquiry (705)267-6633
Fax (705)360-2006

WINDSOR
PO Box 1616
Windsor N9A 6S2
General Inquiry (519)969-4341
Fax (519)973-1481

LABORATORY SERVICES RESTRUCTURING SECRETARIAT
4th Flr Rm 433, 880 Bay St
Toronto M7A 1R3
General Inquiry (416)326-3611
Fax (416)326-3617

Laboratory Services Restructuring Secretariat is responsible for restructuring of the Medical Laboratory System in Ontario. It also responsible for coordinating all laboratory related functions within the Ministry of Health including administration of **OHIP** payments for private medical laboratories.

NEGOTIATIONS SECRETARIAT AND ALTERNATE PAYMENT PROGRAMS
Hepburn Block
11th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-4490
Fax (416)327-4404
8:30 - 5:00

The Negotiations Secretariat and Alternate Payment Programs area is a result of the April 1997 consolidation of the Negotiations Secretariat, the Alternate Payment Program, and the Health Services Organization Program. The Negotiations Secretariat coordinates & supports implementation of contracts and agreements, provides administrative support for joint committees; prioritizes alternate payment plan requests and conducts negotiations.

ALTERNATE PAYMENT PROGRAM
Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8444
Fax (416)327-8313

The Alternate Payment Program (APP) provides for the remuneration of **physicians** and payment for their services by means other than fee-for-service. Originally alternate payments were established to address limitations within the OHIP Schedule of Benefits. More recently, the ministry views alternative **funding**/payment plans as a viable means of: managing and focusing physician service delivery and funding; improving access to and distribution of physicians; promoting practice change and accountability; and supporting system harmonization (hospital restructuring and partnerships with health service agencies). Physician remuneration within APP arrangements include salaries global budgets, sessional or hourly rates and per bed or per patient costs. Approximately 10 per cent of the province's physicians receive all or part of their income through a variety of alternate payment arrangements.

HEALTH SERVICE ORGANIZATION (HSO)
4th Flr, 5700 Yonge St
North York M2M 4K6
General Inquiry (416)327-7548
Fax (416)327-7550

Health Service Organization (HSO) are physician groups which receive capitation (per person) payments for health services in lieu of fee-for-service payments from the Ontario Health Insurance Plan. **HSOs** provide primary care services from providers such as physicians, **nurses**, **nutritionists**, social workers, to their patients. The capitation payment method is intended to encourage a multi-disciplinary approach in care with an emphasis on health promotion and disease prevention. Currently, there are a total of 77 HSOs throughout Ontario: 71 physician-sponsored HSOs, 2 HSOs sponsored by community boards and 4 HSOs sponsored by health science centres.

Services offered to the Public:
Health Service Organization

PRIMARY CARE REFORM PROJECT
2nd Flr, 27 Place d'Armes
Kingston K7L 5J3
General Inquiry (613)547-1888
8:15 - 4:15

The project is responsible for the implementation of primary care reform in the province. The initiative will be implemented in a number of initial sites which will inform the expansion of the reform. A number of approaches are being employed but all include capitation based funding for a comprehensive range of primary care services to a rostered patient population.

FACILITY PAYMENT AND POLICY
Macdonald-Cartier Bldg
2nd Flr, 49 Place d'Armes
Box 48
Kingston K7L 5J3
General Inquiry (613)548-6637
Fax (613)548-6734

Under the Independent Health Facilities Act (IHF) approximately 1,000 specialized medical facilities are licensed and funded. Most these IHF's provide imaging and other diagnostic tests. Others provide treatment and surgical services that were historically performed only in hospitals.

PROVIDER SERVICES BRANCH
Macdonald-Cartier Bldg
2nd Flr, 49 Place d'Armes
Box 48
Kingston K7L 5J3
General Inquiry (416)327-4412
Fax (613)548-6650

Provider Services Branch is responsible for the development, implementation, monitoring and evaluation of program policy related to payment of fee-for-service claims for insured services provided by physicians and practitioners.

REGISTRATION AND CLAIMS BRANCH
Macdonald-Cartier Bldg
2nd Flr, 49 Place d'Armes
Box 48
Kingston K7L 5J3
General Inquiry 1-800-268-1154
Fax (613)548-6320

The Registration and **Claims** Branch is responsible for: Ontario **Health Insurance** (OHIP) eligibility policy; the planning, design and the delivery to the public of registration and Health Card related functions including the registration of all eligible Ontario residents for health coverage and the issuance of health cards; the verification of registration data; the registration of eligible health care providers; the payment of **medical** claims to Ontario health care providers; the payment of medical and hospital claims for Ontario residents visiting other provinces and countries; the payment of claims for the Northern Health Travel Grant program; and the provision of information concerning Ministry of Health programs to the public. The Registration and Claims Branch also processes medical claims for injured workers on behalf of the Workplace Safety and Insurance Board and drug benefit claims on behalf of Drug Programs Branch.

Services offered to the Public:
Northern Health Travel Grants
Ontario Health Insurance

CENTRAL REGION EAST

CENTRAL REGION EAST - OSHAWA
Executive Tower Oshawa Centre
419 King St W
Oshawa L1J 7J2
General Inquiry (905)576-2870
Fax (905)434-4186
Fax (905)434-3725

CENTRAL REGION EAST - PETERBOROUGH
Heritage Plaza
550 Lansdowne St W
Peterborough K9J 8J8
General Inquiry (705)743-2140
Fax (705)745-1481

CENTRAL REGION EAST - SCARBOROUGH
2063 Lawrence Ave E
Scarborough M1R 2Z5
General Inquiry (416)314-7444
Fax (416)327-1048
8:30 - 4:30

CENTRAL REGION EAST - TORONTO
2195 Yonge St
Toronto M4S 2B2
PO Box 1700 Stn A
Toronto M5W 1G9
General Inquiry (416)314-7444
Fax (416)314-7449

CENTRAL REGION WEST - BARRIE
30 Poyntz St
Barrie L4M 3P2
General Inquiry (705)726-0326
Fax (705)739-6495

CENTRAL REGION WEST - ETOBICOKE
Suite 142, 3300 Bloor St W
Etobicoke M8X 2W8
General Inquiry (905)275-2730
Fax (416)327-0758
8:30 - 4:30

CENTRAL REGION WEST - MISSISSAUGA
3rd Flr, 201 City Centre Dr
Mississauga L5B 2T4
General Inquiry (905)896-6000
(905)275-2730 (Customer Service)

EASTERN REGION

KINGSTON
Suite 401, 1055 Princess St
Kingston K7L 5T3
General Inquiry (613)546-0656
Fax (613)545-4399

NORTHERN REGION

KENORA
2nd Flr, 808 Robertson St
Kenora P9N 1X9
General Inquiry (807)468-2869
Toll Free 1-800-465-1141
Fax (807)468-2714

NORTH BAY
Suite 101, 447 McKeown St
North Bay P1B 9S9
General Inquiry (705)494-4130
Fax (705)494-4135

SAULT STE MARIE
Suite 100, 70 Foster Dr
Sault Ste Marie P6A 6V4
General Inquiry (705)759-8598
Toll Free 1-800-461-2215
Fax (705)759-1502

CENTRAL REGION WEST - NORTH YORK
4400 Dufferin St N
North York M3H 6A8
General Inquiry (905)275-2730
Fax (416)327-1653
8:30 - 4:30

OTTAWA
Fuller Bldg
75 Albert St
Ottawa K1P 5Y9
(613)783-4400 (Customer Service)
(613)237-9100 (Automated Information System)
Toll Free 1-800-267-7690 (Within Area Codes 416, 514, 613, 705, 819 and 905)
Fax (613)783-4444 (1st Flr)

SUDBURY
Ontario Provincial Government Bldg
Suite 801, 199 Larch St
Sudbury P3E 5R1
General Inquiry (705)675-4010
Toll Free 1-800-461-4006
Toll Free 1-800-461-1149
Fax (705)675-4015

THUNDER BAY
Ont Government Bldg
Suite 113, 435 James St S
Thunder Bay P7E 6T1
General Inquiry (807)475-1351
Toll Free 1-800-465-5067
Fax (807)475-1424

TIMMINS
The 101 Mall
Suite 110, 38 Pine St N
Timmins P4N 6K6
General Inquiry (705)268-5300
Toll Free 1-800-461-9829
Fax (705)267-6723

WESTERN REGION

HAMILTON
Ellen Fairclough Bldg
119 King St W
Hamilton L8P 4T9
LCD1 Hamilton, PO Box 2280 Stn A
Hamilton L8N 4C8
General Inquiry (905)521-7547
(905)521-7547 (Customer Service)
Fax (905)521-7605

KITCHENER
Canada Life Square
235 King St E
Kitchener N2G 4N5
General Inquiry (519)745-8421
Fax (519)571-6049

LONDON
5th Flr, 217 York St
London N6A 1B7
(519)675-6700 (Customer Service)
(519)675-6800 (Switchboard)
Fax (519)675-6832

OWEN SOUND
981 Second Ave E
Owen Sound N4K 2H5
General Inquiry (519)376-6447
Fax (519)376-2749

SARNIA
452 Christina St N
Sarnia N7T 5W4
General Inquiry (519)337-2348
Fax (519)337-2031

ST CATHARINES
3rd Flr, 59 Church St
St Catharines L2R 3C3
General Inquiry (905)704-4090
Fax (905)704-4095

WINDSOR
1427 Ouellette Ave
Windsor N8X 1K1
General Inquiry (519)973-1385
Fax (519)973-1388

HEALTH SECTOR YEAR 2000 PROJECT OFFICE

11th Flr, 2 Carlton St
Toronto M4B 1J3
General Inquiry (416)314-4196

The Health Sector Year 2000 Project Office will coordinate the awareness, remediation and contingency planning initiatives throughout the Ontario health system to reduce the risk of comprising the delivery of health care due to the Year 2000 problem.

HEALTH SYSTEM MANAGEMENT

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-2414
Fax (416)314-5914

The Health System Management has program responsibility for activities relating to hospitals and related facilities, hospital restructuring, northern health programs, regional planning (District Health Councils), mental health and provincial psychiatric hospitals, public health, community health, health promotion, substance abuse, emergency health, and long-term care.

AIDS BUREAU
8th Flr, 5700 Yonge St
North York M2M 4K5
(416)327-8797 (AIDS Bureau Administration)
(416)392-2437 (AIDS Hotline)
Toll Free 1-800-268-6066 (AIDS Bureau Administration)
Toll Free 1-800-668-2437 (AIDS Hotline)
Toll Free French 1-800-267-7432 (AIDS Hotline)
Fax (416)327-9388
8:30 - 5:00

The **AIDS** Bureau provides updated information on all AIDS related issues and **funding** to community-based groups, supervises the anonymous HIV testing program, provides general educational information to the public, and liaises with other branches within the Ministry of **Health** on other AIDS issues.

COMMUNITY HEALTH CENTRE PROGRAM (CHC)
4th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7547
Fax (416)327-7550

Community Health Centres (CHC) Program are organizations which offer a range of coordinated primary care from providers such as physicians, **nurses**, **nutritionists**, etc., and health promotion programs, with an emphasis on one or more priority groups. A priority group is defined as having difficulty in accessing an appropriate range of primary health care services, having a higher burden of ill health or a higher risk of developing health problems. **CHCs** provide service in a multi-disciplinary manner to meet the health needs of the priority groups. CHCs are governed by non-profit community boards elected by community members. Currently, there are 54 approved CHCs offering services throughout 25 communities in Ontario.

ONTARIO MIDWIFERY PROGRAM
4th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7547
8:00 - 5:00

The Ontario **Midwifery** Program funds the delivery of midwifery services through local transfer payment agencies like community **health** centres and hospitals. The goal of the Ontario Midwifery Program is to improve maternal and child health outcomes and provide choice in maternity care through a managed community-based program. The fundamental features of the Ontario model of midwifery care are continuity of care, informed choice and choice of birth place.

DIABETES COMPLICATIONS PREVENTION STRATEGY
4th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7547
Fax (416)327-7550
8:00 - 5:00

The objectives of the Diabetes Complications Prevention Strategy are to improve access and quality of care for the general population living with diabetes in southern Ontario

(south of Parry Sound). The long term goal of the initiative is to significantly reduce the major complications (eg. dialysis, blindness, amputation) resulting from diabetes. The strategy, announced by the Minister of **Health** in September 1996, will enable a range of sites to develop or enhance existing diabetes education programs and, in partnership with the Canadian Diabetes Association, establish regional networks to advise District Health Councils (DHCs) and local service providers on service coordination issues.

Services offered to the Public:
Community Health Centre Program

NORTHERN DIABETES HEALTH NETWORK
4th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7547
Fax (416)327-7550
8:00 - 5:00

The Northern Diabetes **Health** Network (NDHN) is a non-profit corporation with the authority to purchase, provide and coordinate diabetes programs and services in the north (north of Parry Sound). The NDHN funds 37 diabetes education and treatment programs across the north. The long-term goals of the network are to improve access and quality of care available to northerners, reduce unnecessary hospitalizations, improve the health of people with diabetes and prevent diabetes and its complications.

SOUTHERN ABORIGINAL DIABETES INITIATIVE
4th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7544
8:00 - 5:00

The Southern **Aboriginal** Diabetes Initiative is a service delivery mechanism developed in cooperation with recognized provincial aboriginal organizations. A reference group composed of these organizations directs the initiatives activities. To date, 16 programs have been funded. The objectives of the initiative are to improve access and quality of care for aboriginal people living with diabetes in southern Ontario. The long-term goal of the initiative is to improve the **health** and reduce the complications resulting from diabetes among southern Ontario aboriginal people.

ONTARIO SUBSTANCE ABUSE BUREAU
5th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-8856
Fax (416)327-0854

The Ontario **Substance Abuse** Bureau is responsible for eliminating substance abuse and other addictive behaviors by: coordinating the development of prevention/education strategies; **funding** direct treatment programs for people with substance abuse problems; funding programs to address problem and compulsive **gambling**; and funding the Addiction Research Foundation. The bureau also coordinates Ontario's Substance Abuse Strategy - Partners in Action, and is responsible for government wide planning and policy on substance abuse issues.

EMERGENCY HEALTH SERVICES BRANCH
6th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7900
(705)726-8103 (After Hour Duty Officer - Barrie)
Toll Free 1-800-461-6431
Toll Free 1-800-461-4392
Fax (416)327-7911

The Emergency Health Services Branch is responsible for overseeing, planning and coordinating the Ministry of Health's efforts to reduce mortality and morbidity due to sudden illness or injury; and for the provision of basic and advanced (paramedic) **ambulance** services in Ontario. Activities include licensing private, **municipal**, volunteer and hospital-based ambulance services and supporting community-based first response teams; operating 10 fleet services staffed by Ministry of Health personnel; and coordinating air ambulance transfers through a central **Medical** Air Transport Centre. Emergency ambulance service can be requested via the number listed in local telephone directory.

Services offered to the Public:
Ambulance Services

AIR AMBULANCE BASES

SIOUX LOOKOUT
AIR AMBULANCE BASE
PO Box 699
Sioux Lookout P8T 1B1
General Inquiry (807)737-4000
Fax (807)737-2190

SUDBURY AIR
AMBULANCE BASE
Sudbury Airport, PO Box 3004
Garson P3L 1V4
Sudbury Airport Complex
Unit 11, 2621 Skead Rd
Garson P3L 1V4
General Inquiry (705)693-3074
Fax (705)693-3724

THUNDER BAY
AIR AMBULANCE BASE
100, 1580 Arthur St W
Thunder Bay P7K 1E8
General Inquiry (807)577-9378
Fax (807)473-3058

TIMMINS
AIR AMBULANCE BASE
Timmins Airport, RR 2
Timmins P4N 7C3
General Inquiry (705)268-5011
Fax (705)267-2316

TORONTO AIR
AMBULANCE BASE
Hangar 4A Toronto City Centre Airport
Box 3-10
Toronto M5V 1A1
General Inquiry (416)327-8842
Fax (416)327-8846

REGIONAL OFFICES AND AMBULANCE AND CENTRAL COMMUNICATIONS CENTRES

CENTRAL EAST REGION

GEORGIAN CENTRAL AMBULANCE COMMUNICATIONS CENTRE
Suite 102, 273 Tiffin St
Barrie L4N 2N3
General Inquiry (705)737-3861
TTY (705)737-4060
Fax (705)739-6489

LINDSAY CENTRAL AMBULANCE COMMUNICATIONS CENTRE
440 Kent St W
Lindsay K9V 6G8
General Inquiry (705)324-4702
Fax (705)324-4261

ORILLIA/HALIBURTON DISTRICT AMBULANCE SERVICE
820 Memorial Ave
PO Box 222
Orillia L3V 6J3
General Inquiry (705)326-5858
Fax (705)329-6003

OSHAWA CENTRAL AMBULANCE COMMUNICATIONS CENTRE
4th Flr Suite 4506, 24 Alma St
Oshawa L1G 2B9
General Inquiry (905)723-8177
Fax (905)725-6808

OSHAWA/MARKHAM AMBULANCE SERVICE
400 Ritson Rd N
Oshawa L1G 5R2
General Inquiry (905)723-3404
Fax (905)723-0399

CENTRAL SOUTH REGION

HAMILTON CENTRAL AMBULANCE COMMUNICATIONS CENTRE
Suite 102, 282 Fennell Ave W
LCD 1, PO Box 120
Hamilton L8L 7T5
Toll Free 1-800-495-9491
Fax (905)383-1202 (Administration)
Fax (905)521-7666 (CACC)

NIAGARA DISTRICT AMBULANCE SERVICE
5685 North St
Niagara Falls L2G 1J5
General Inquiry (905)357-5330
Fax (905)357-5572

CENTRAL WEST REGION

CAMBRIDGE CENTRAL AMBULANCE COMMUNICATIONS CENTRE
15 Royal Oak Rd
RR 32
Cambridge N3H 4R7
Toll Free 1-800-265-2216 (Administration)
Fax (519)571-6141 (Administration)
Fax (519)571-6140 (Control Room)

MISSISSAUGA CENTRAL AMBULANCE COMMUNICATIONS CENTRE
430 Britannia Rd E
Mississauga L4Z 1X9
General Inquiry (905)890-8725
Fax (905)890-8975

PEEL/YORK AND DISTRICT AMBULANCE SERVICE
52 Bramalea Rd S
Bramalea L6T 2W8
General Inquiry (905)792-3202
Fax (905)874-4019

EAST REGION

CORNWALL PROVINCIAL
AMBULANCE SERVICE
850 McConnell Ave
Cornwall K6H 4M3
General Inquiry (613)933-0931
Fax (613)937-0245

OTTAWA CENTRAL AMBULANCE
COMMUNICATIONS CENTRE
2380 St Laurent Blvd
Ottawa K1G 5A4
General Inquiry (613)739-1213
TTY (613)739-7550
Fax (613)739-0793 (Administration)
Fax (613)239-1557 (C.A.C.C.)

OTTAWA-CARLETON REGIONAL
AMBULANCE SERVICE
2380 St Laurent Blvd
Ottawa K1G 5A4
General Inquiry (613)737-9671
Fax (613)737-7887

QUINTE THOUSAND ISLANDS
COMMUNICATIONS CENTRE
166 Brock St
Kingston K7L 5G2
General Inquiry (613)542-0221
TTY (613)544-9918
Fax (613)541-0158 (CAAC)
Fax (613)542-4370 (Administration)

RENFREW PROVINCIAL
AMBULANCE AND CENTRAL
COMMUNICATIONS CENTRE
490 Raglan St N
PO Box 217
Renfrew K7V 1P5
General Inquiry (613)432-2265
TTY (613)432-8429
Fax (613)432-6442

SMITHS FALLS DISTRICT
AMBULANCE SERVICE
10 Maple Ave N
Smiths Falls K7A 1Z5
General Inquiry (613)284-4140
Fax (613)284-8498

NORTH REGION

CITY OF TIMMINS
911 DISPATCH CENTRE
150 Algonquin Blvd E
Timmins P4N 1A7
General Inquiry (705)264-1201
Fax (705)264-5141

KENORA CENTRAL AMBULANCE
COMMUNICATIONS CENTRE
21 Sylvan St W
Kenora P9N 3W7
General Inquiry (807)468-8854
Fax (807)468-5984

NORTH BAY CENTRAL AMBULANCE
COMMUNICATIONS CENTRE
750 Scollard St
North Bay P1B 5A4
General Inquiry (705)474-7246
Fax (705)497-3572

SAULT STE MARIE CENTRAL
AMBULANCE COMMUNICATIONS
CENTRE
Plummer Memorial Hospital
969 Queen St E
Sault Ste Marie P6A 2C4
General Inquiry (705)946-1227
TTY (705)253-3020
Fax (705)945-6883

SUDBURY CENTRAL AMBULANCE
COMMUNICATIONS CENTRE
Suite 3, 3767 Hwy 69 S
Sudbury P3G 1E5
General Inquiry (705)263-1729
TTY (705)564-7603
Fax (705)564-3069

THUNDER BAY CENTRAL AMBULANCE
COMMUNICATIONS CENTRE
Suite 112, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1500
Toll Free 1-800-465-5062
Fax (807)475-1236

SOUTH WEST REGION

DURHAM AND DISTRICT
AMBULANCE SERVICE
528 Chester St W
PO Box 980
Durham N0G 1R0
General Inquiry (519)369-6076
Fax (519)376-9094

LONDON CENTRAL AMBULANCE
COMMUNICATIONS CENTRE
3rd Flr, 205 York St
London N6A 1B4
General Inquiry (519)661-1780
TTY (519)667-4899
Fax (519)661-1799 (Dispatch)
Fax (519)679-7175 (Administration)

WALLACEBURG CENTRAL
AMBULANCE COMMUNICATIONS
CENTRE
204 Lafontaine St
Wallaceburg N8A 4H7
General Inquiry (519)627-0701
Fax (519)627-3122

WINDSOR CENTRAL AMBULANCE
COMMUNICATIONS CENTRE
1st Flr, 1427 Ouellette Ave
Windsor N8X 1K1
General Inquiry (519)256-2373
TTY (519)258-9660
Fax (519)258-4608

WINDSOR PROVINCIAL
AMBULANCE SERVICE
2nd Flr, 1427 Ouellette Ave
Windsor N8X 1K1
General Inquiry (519)256-1315
Fax (519)256-4188

TORONTO REGION

MEDICAL AIR TRANSPORT
CENTRE (DISPATCH)
2nd Flr, 99 Adesso Dr
Concord L4K 3C7
General Inquiry (416)326-6277
Fax (416)326-6272

TORONTO AMBULANCE (DISPATCH)
4330 Dufferin St
Downsview M3H 5R9
General Inquiry (416)392-2000
Fax (416)392-2027

HEALTH PROMOTION BRANCH
5th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)314-5493
Fax (416)314-5497

The Health Promotion Branch helps Ontarians adopt healthier lifestyles and create healthier communities by acting as a focal point and catalyst for health promotion policies and programs within the Ministry of Health (MOH). The branch plans, develops and implements provincial health promotion strategies that address ministry priorities. It also supports communities in setting and achieving health promotion goals.

Services offered to the Public:
Tobacco Strategy

ALCOHOL AND OTHER DRUGS UNIT
5th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)314-5493

The **Alcohol** and Other **Drugs** Unit supports initiatives aimed at preventing the misuse of alcohol and other drugs. It works with a wide range of groups involved in mobilizing communities to reduce the burden of alcohol in their communities. The unit funds the FOCUS Communities, a **substance abuse** prevention project targeted at high risk communities. In addition, it supports a number of other activities including the Ontario Drug Awareness Week Partnership, and the implementation of Action, a drug education project.

HEALTHY COMMUNITIES UNIT
5th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)314-5493

The **Healthy** Communities Unit supports communities to develop their capacity to undertake local health promotion initiatives. The unit funds provincial resource centres to assist health promotion practitioners in implementing effective **community** health promotion programs. The unit is also responsible for **funding** the provincial Heart Health Program, a Cardiovascular Disease Prevention Program and the Best Start Program which promotes maternal and newborn health.

NUTRITION AND PHYSICAL ACTIVITY UNIT
5th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)314-5493

The **Nutrition** and Physical Activity Unit supports provincial programs aimed at increasing the proportion of the population practising **healthy** eating habits and engaging in regular physical activity. The unit works closely with a wide range of government and non-governmental partners to develop initiatives that promote physical activity in a wide range of settings. The unit is also involved in the development of innovative nutrition programs, with groups such as the Public Health Branch and the Ontario Ministry of Agriculture, Food and Rural Affairs.

Services offered to the Public:
Healthy Eating

TOBACCO STRATEGY UNIT
5th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)314-5493

The **Tobacco** Strategy Unit has lead responsibility for coordinating the Ontario Tobacco Strategy (OTS) - a comprehensive province-wide initiative to prevent tobacco use (particularly by **children** and adolescents); to protect from exposure to environmental tobacco smoke (second-hand smoke); and to provide support for **smoking** cessation. The strategy incorporates several approaches including legislation (Tobacco Control Act, 1994), **public education** and community programs.

HOSPITALS AND RELATED FACILITIES

The Hospitals and Related Facilities has three regional sections (listed separately). The sections fund and manage the provincial institutional health system, monitor hospital operations and services delivery, assist hospitals through restructuring initiatives, promote the integration and coordination of hospital and community services at a district level and facilitate the implementation of provincial institutional policies.

CENTRAL REGION
4th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7126
Fax (416)327-7763
8:00 - 5:00

NORTH AND EAST REGION
4th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7126
Fax (416)327-7159

SOUTH AND WEST REGION
4th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7126
Fax (416)327-4697

INSTITUTIONAL HEALTH AND COMMUNITY SERVICES - MENTAL HEALTH

5th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7239
Fax (416)327-7603

The **Mental Health** is responsible for facilitating and supporting systems change required for the implementation of mental health reform, as well as funding, operational policy development and operational monitoring of mental health services, including the 9 provincial **psychiatric** hospitals, 4 specialty hospitals, 65 general hospital psychiatric units, approximately 353 community mental health programs and 155 homes for special care. The office supports mental health programs and services, as well as District Health Councils, in achieving the principles of mental health reform, which shifts the focus from institutional to community-based care; improves access to quality care in mental health services, supports where the first priority population is the severely mentally ill, and the consumer/survivor is the centre of the delivery system. The reformed mental health system will provide a comprehensive system of key services and make more effective use of resources.

CENTRAL EAST REGION
5th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7239
Fax (416)327-7603 (5700 Yonge St)
Fax (416)327-7281 (5700 Yonge St)
Fax (416)314-5914 (Hepburn Block)

CENTRAL WEST AND SOUTH WEST
5th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7239

NORTH AND EAST REGION
5th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7239

PSYCHIATRIC HOSPITALS

CHAPLAINCY SERVICES ONTARIO

MIDWEST REGION - FREEPORT HOSPITAL
3570 King St E
Kitchener N2A 2W1
General Inquiry (519)894-8309
Fax (519)894-8330

NORTH CENTRAL REGION - CHAPLAINCY SERVICES ONTARIO
c/o MCSS Barrie Area Office
2nd Flr, 34 Simcoe St
Barrie L4N 6T4
General Inquiry (705)737-1311x306
Fax (705)737-5141

NORTH CENTRAL REGION - SUDBURY DISTRICT OFFICE
3rd Flr, 10 Elm St
Sudbury P3C 5N3
General Inquiry (705)675-4515
Fax (705)688-3153
Fax (705)675-8110

NORTH WEST REGION
Suite 218, 105 May St N
Thunder Bay P7C 3N9
General Inquiry (807)622-3373
Fax (807)622-3686

SOUTH CENTRAL REGION
24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)326-6860
Fax (416)326-6867

SOUTH EAST REGION
Suite 303, 275 Ontario St
Kingston K7K 2X5
General Inquiry (613)531-4115
Toll Free 1-800-667-1062
Fax (613)531-0663

SOUTH WEST REGION (CPRI)
600 Sanatorium Rd
London N6H 3W7
General Inquiry (519)473-6417
Fax (519)473-0411

PSYCHIATRIC HOSPITAL FACILITIES

BROCKVILLE PSYCHIATRIC HOSPITAL
Admin Bldg
1st Flr, Hwy 2 Prescott
PO Box 1050
Brockville K6V 5W7
General Inquiry (613)345-1461
Fax (613)342-6194

HAMILTON PSYCHIATRIC HOSPITAL
100 West 5th St
PO Box 585
Hamilton L8L 2B3
General Inquiry (905)388-2511
Fax (905)575-6038

KINGSTON PSYCHIATRIC HOSPITAL
752 King St W
PO Box 603
Kingston K7L 4X3
General Inquiry (613)548-1101
Fax (613)548-5577
Fax (613)548-5585 (Admitting & Medical)
Fax (613)548-5595 (Purchasing)
Fax (613)548-5588 (Switchboard)

LAKEHEAD PSYCHIATRIC HOSPITAL
580 North Algoma St
PO Box 2930
Thunder Bay P7B 5G4
General Inquiry (807)343-4300
Fax (807)343-4373

LONDON PSYCHIATRIC HOSPITAL
850 Highbury Ave
PO Box 2532
London N6A 4H1
General Inquiry (519)455-5110
Fax (519)455-3712

NORTH BAY PSYCHIATRIC HOSPITAL
PO Box 3010
North Bay P1B 8L1
General Inquiry (705)474-1200
Fax (705)472-1694

PENETANGUISHENE MENTAL HEALTH CENTRE
PO Box 5000
Penetanguishene L0K 1P0
General Inquiry (705)549-3181
Fax (705)549-3446
Fax (705)549-3652

ST THOMAS PSYCHIATRIC HOSPITAL
PO Box 2004
St Thomas N5P 3V9
General Inquiry (519)631-8510
Fax (519)633-0852

WHITBY PSYCHIATRIC HOSPITAL
700 Gordon St
PO Box 613
Whitby L1N 5S9
General Inquiry (905)668-5881
Fax (905)430-4032

INSTITUTIONAL SERVICES BRANCH
4th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7126
Fax (416)314-5629

The Institutional Services Branch coordinates and implements hospital **funding**; facilitates development of provincial institutional policies; monitors and funds provincial priority programs such as cardiovascular services, orthopaedic implants and dialysis services; maintains the ministry's hospital financial and statistical information systems; facilitates development of planning and performance measurement tools; analyses hospital operating plans.

NORTHERN HEALTH PROGRAMS AND PLANNING BRANCH
4th Flr Suite 406, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)670-7235
Fax (705)670-7231
8:30 - 4:30

The Northern **Health** Programs and Planning Branch ensures that access to health care is available to residents of **Northern Ontario** and health planning is coordinated for Northern and Eastern Ontario. The branch administers the Northern Health **Travel** Grant and a variety of practitioner incentive programs.

UNDERSERVICED AREA PROGRAM
4th Flr Suite 406, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)670-7280
Fax (705)670-7231
8:30 - 4:30

The Underserviced Area Program provides financial incentives to recruit **health** care professionals to practice in designated underserviced areas. Incentives are offered to

physicians, physiotherapists, occupational therapists, speech **language** pathologists, **audiologists** and **chiropodists**. The program is responsible for incentive **grants**, **nursing** stations and the Specialist Retention Initiative.

PUBLIC HEALTH AGENCIES

A Public **Health** Agency Unit is an official health agency established by a group of urban and rural **municipalities** to provide a more efficient **community** health program, carried out by full-time, specially qualified staff. There are 37 public health units in Ontario (see individual units for address). Health units administer health promotion and disease prevention programs to inform the public about healthy life-styles, communicable disease control including education in **AIDS** and STDs, **immunization**, **food** premises **inspection**, healthy growth and development including parenting education, health education for all age groups and selected screening services.

ALGOMA HEALTH UNIT
Civic Centre
6th Flr, 99 Foster Dr
Sault Ste. Marie P6A 5X6
General Inquiry (705)759-5287

BRANT COUNTY HEALTH UNIT
194 Terrace Hill St
Brantford N3R 1G7
General Inquiry (519)753-7377

BRUCE-GREY-OWEN SOUND HEALTH UNIT
920 1st Ave W
Owen Sound N4K 4K5
General Inquiry (519)376-9420

DURHAM REGIONAL HEALTH UNIT
Lang Tower
Suite 210, 1615 Dundas St E
Whitby L1N 2L1
General Inquiry (905)723-8521

EASTERN ONTARIO HEALTH UNIT
1000 Pitt St
Cornwall K6J 5T1
General Inquiry (613)933-1375

ELGIN - ST THOMAS HEALTH UNIT
99 Edward St
St. Thomas N5P 1Y8
General Inquiry (519)631-9900

HALDIMAND-NORFOLK REGIONAL HEALTH UNIT
12 Gilbertson Dr
PO Box 247
Simcoe N3Y 4L1
General Inquiry (519)426-6170

HALIBURTON, KAWARTHA, PINE RIDGE DISTRICT HEALTH UNIT
200 Rose Glen Rd
PO Box 90
Port Hope L1A 3V9
General Inquiry (905)885-9100

HALTON REGIONAL HEALTH DEPARTMENT
1151 Bronte Rd
PO Box 7000
Oakville L6M 3L1
General Inquiry (905)825-6060

HAMILTON-WENTWORTH REGIONAL DEPARTMENT OF PUBLIC HEALTH SERVICES
25 Main St W
PO Box 897
Hamilton L8N 3P6
General Inquiry (905)546-3500

HASTINGS AND PRINCE EDWARD COUNTIES HEALTH UNIT
179 North Park St
Belleville K8P 4P1
General Inquiry (613)966-5500

HURON COUNTY HEALTH UNIT
Health & Library Complex
Hwy 4 S
RR 5
Clinton N0M 1L0
General Inquiry (519)482-3416

KENT-CHATHAM HEALTH UNIT
435 Grand Ave W
PO Box 1136
Chatham N7M 5L8
General Inquiry (519)352-7270

KINGSTON, FRONTENAC, LENNOX AND ADDINGTON HEALTH UNIT
221 Portsmouth Ave
Kingston K7M 1V5
General Inquiry (613)549-1232

LAMBTON HEALTH UNIT
160 Exmouth St
Point Edward N7T 7Z6
General Inquiry (519)383-8331

LEEDS, GRENVILLE AND LANARK DISTRICT HEALTH UNIT
458 Laurier Blvd
Brockville K6V 7A3
General Inquiry (613)345-5685

MIDDLESEX-LONDON HEALTH UNIT
50 King St
London N6A 5L7
General Inquiry (519)663-5317

MUSKOKA-PARRY SOUND HEALTH UNIT
70 Pine St
Bracebridge P1L 1N3
General Inquiry (705)645-4471

NIAGARA REGIONAL AREA HEALTH UNIT
573 Glenridge Ave
PO Box 3040
St Catharines L2R 7E3
General Inquiry (905)688-3762

NORTH BAY AND DISTRICT HEALTH UNIT
101 McIntyre St W
PO Box 450
North Bay P1B 8J1
General Inquiry (705)474-1400

NORTHWESTERN HEALTH UNIT
21 Wolsley St
Kenora P9N 3W7
General Inquiry (807)468-3147

OTTAWA-CARLETON HEALTH DEPARTMENT
495 Richmond Rd
Ottawa K2A 4A4
General Inquiry (613)722-2328

OXFORD COUNTY HEALTH UNIT
410 Buller St
Woodstock N4S 7Y5
General Inquiry (519)539-6121

PEEL REGIONAL HEALTH DEPARTMENT
199 County Court Blvd
Brampton L6W 4P3
General Inquiry (905)791-9400

PERTH DISTRICT HEALTH UNIT
653 West Gore St
Stratford N5A 1L4
General Inquiry (519)271-7600

PETERBOROUGH COUNTY - CITY HEALTH UNIT
10 Hospital Dr
Peterborough K9J 8M1
General Inquiry (705)743-1000

PORCUPINE HEALTH UNIT
169 Pine St S
PO Bag 2012
Timmins P4N 8B7
General Inquiry (705)267-1181

RENFREW COUNTY AND DISTRICT HEALTH UNIT
7 International Dr
Pembroke K8A 6W5
General Inquiry (613)732-3629

SIMCOE COUNTY DISTRICT HEALTH UNIT
15 Sperling Dr
Barrie L4M 6K9
General Inquiry (705)721-7330

SUDBURY AND DISTRICT HEALTH UNIT
1300 Paris St
Sudbury P3E 3A3
General Inquiry (705)522-9200

THUNDER BAY DISTRICT HEALTH UNIT
999 Balmoral St
Thunder Bay P7B 6E7
General Inquiry (807)625-5900

TIMISKAMING HEALTH UNIT
221 Whitewood Ave
PO Box 1240
New Liskeard P0J 1P0
General Inquiry (705)647-4305

TORONTO PUBLIC HEALTH
5th Flr, 277 Victoria St
Toronto M5B 1W1
General Inquiry (416)392-7401

TORONTO PUBLIC HEALTH - EAST YORK OFFICE
East York Civic Centre
850 Coxwell Ave
East York M4C 5R1
General Inquiry (416)461-8136

TORONTO PUBLIC HEALTH - ETOBICOKE OFFICE
399 The West Mall
Etobicoke M9C 2Y2
General Inquiry (416)394-8300

TORONTO PUBLIC HEALTH - NORTH YORK OFFICE
5100 Yonge St
North York M2N 5V7
General Inquiry (416)395-7700

TORONTO PUBLIC HEALTH - SCARBOROUGH OFFICE
160 Borough Dr
Scarborough M1P 4N8
General Inquiry (416)396-7445

TORONTO PUBLIC HEALTH - YORK OFFICE
524 Oakwood Ave
York M6E 2X1
General Inquiry (416)394-2436

WATERLOO HEALTH UNIT
99 Regina St
PO Box 1633
Waterloo N2G 4V3
General Inquiry (519)883-2240

WELLINGTON-DUFFERIN-GUELPH HEALTH UNIT
205 Queen St E
Fergus N1M 1T2
General Inquiry (519)843-2460

WINDSOR-ESSEX COUNTY HEALTH UNIT
1005 Ouellette Ave
Windsor N9A 4J8
General Inquiry (519)258-2146

YORK REGIONAL HEALTH DEPARTMENT
17250 Yonge St
Box 147
Newmarket L3Y 6Z1
General Inquiry (905)895-4511

PUBLIC HEALTH BRANCH
8th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7392
Fax (416)327-7438

The Public Health Branch provides leadership and support to Ontario's public health system through comprehensive consultant support services to 42 boards of health; advice to corporate management on public health issues; a provincial epidemiology service and response to control outbreaks of disease; and management of transfer payments for public health programs. The branch also maintains a comprehensive database for health care planning at the ministry and local levels. The Office of the Chief **Medical** Officer of Health provides recommendations for policy and long-range planning to prevent the spread of disease, promote and protect health. The Chief Medical Officer of Health monitors the organization and delivery of public health programs and services provided by local boards

of health, and when directed by the minister, will act to protect health and ensure the provision of necessary public health programs and services.

Services offered to the Public:
Sexually Transmitted Disease Control
Tuberculosis Control
Vaccine Preventable Diseases

CORPORATE LIAISON AND RESOURCE SERVICE
8th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7623
Fax (416)314-7078

The Corporate Liaison and Resource Service provides overall planning and coordination for mandatory public health programs through the 37 boards of health in Ontario; liaison with the board chairpersons and medical officers of health for the boards of health on management, administration and organizational issues; coordination of the branch's funding to boards of health; and information systems support to public health programs.

DISEASE CONTROL SERVICE
8th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7413
Fax (416)327-7439

The Disease Control Service has public **health** and epidemiological expertise, which it uses to support the communicable/infectious disease control programs delivered by Ontario public health departments by conducting surveillance of reportable **diseases**, and through the development of policies, guidelines and consultative services. Programs include outbreak control, **immunization**, **tuberculosis**, **food** and **water safety**, **rabies** control, infection control, sexually transmitted disease and HIV/AIDS prevention and control, as well as sexual health. This office provides **vaccines** and biologicals for the prevention of vaccine preventable diseases and post-exposure treatment for rabies and rattle**snake** bites, as well as drugs for the treatment of sexually transmitted diseases and tuberculosis.

POPULATION HEALTH SERVICE
8th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7384

The Population **Health** Service provides public health and epidemiologic expertise to support and monitor boards of health's implementation of the Chronic **Diseases** and **Injuries** as well as family health sections of the mandatory health programs and services guidelines. These sections include the following programs: chronic disease prevention, early detection of **cancer**, injury prevention including **substance abuse** prevention, reproductive health and child health. Expert consultation and support is also provided in the area of **environmental** health. The service provides **funding** and support for the Healthy Babies, Healthy **Children** Program and the Preschool Speech and Language Program. The service also provides a central resource in the areas of epidemiology, health surveillance, public health **research** and evaluation, and public health planning.

REGIONAL PLANNING (DISTRICT HEALTH COUNCILS)
2nd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7514
(416)327-7496 (Alternate Inquiry Line)
Fax (416)327-7517

Regional Planning (District **Health** Councils) coordinates and supports health planning for the ministry and receives advice from District Health Councils on local health planning issues. District Health Councils are appointed by an Order-in-Council to advise the minister on local planning issues. The members of council are **volunteers** representing consumers, health care providers and local government.

REGIONAL PLANNING - CENTRAL REGION
2nd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7496

REGIONAL PLANNING - NORTH AND EAST REGION
Suite 406, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (416)327-7496
Fax (705)670-7231 (Sudbury)
Fax (416)327-7517 (Toronto)
Fax (807)343-7567 (Thunder Bay)
8:30 - 4:30

REGIONAL PLANNING - SOUTH AND WEST REGION
2nd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7514

INTEGRATED POLICY AND PLANNING
Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-0859
Fax (416)327-8835

The Integrated Policy and Planning group develops strategic policies and plans to support an emphasis on the determinants of health and to support the realization of the province's health goals by leading and supporting health system re-alignment; acting as a catalyst for new strategic policy development and implementation; being the focal point for policy and planning, health human resources and provider negotiations, research and health economics; bringing together levers for system change, training and education, health profession regulation, and legislation; working in a wide variety of partnerships with health system, consumers and providers; and monitoring and evaluating progress of health status indicators.

Services offered to the Public:
Integrated Health System Program

FRENCH LANGUAGE HEALTH SERVICES
3rd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-8975
Fax (416)327-8980
8:30 - 5:00

The French Language Health Services office coordinates and monitors the provision of French language services within the Ministry of Health, transfer payment agencies designated and identified to provide services in French, and a number of agencies, boards and commissions located in/or serving designated areas.

HEALTH BOARDS SECRETARIAT
9th Flr, 151 Bloor St W
Toronto M5S 2T5
General Inquiry (416)327-8512
Fax (416)327-8524
8:30 - 4:30

The Health Board Secretariat (HBS) provides corporate administrative, financial and case management services, and policy analysis and support to eight quasi-judicial, province-wide appeal and review tribunals (established under a variety of statutes) and financial reimbursement services to Order-in-Council (OIC) appointees and to 39 health-related agencies, boards and commissions (ABCs).

HEALTH HUMAN RESOURCES POLICY UNIT
Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8528
(416)327-8333 (Nursing Grants Program)
Fax (416)327-8313

The core business of the Health Human Resources Policy Unit (HHRPU) is to develop health human resources policy, including labour adjustment, which will lead planning for the correct number, mix and distribution of health care providers for the province.

PROFESSIONAL RELATIONS BRANCH
3rd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-8894
Fax (416)327-8897
8:30 - 5:00

The Professional Relations Branch is responsible for ministry activities in support of the Regulated Health Professions Act, 1991, 21 individual professional Acts and the Drugless Practitioners Act. The branch functions are: coordination of regulatory policies for health professions; ensuring compliance of proposed health professional regulations with government policy; coordination of issues referred to the Health Professions Regulatory Advisory Council; and advising on matters which may have an impact on health professions and the services they provide. The branch liaises, consults and provides information to the health professional regulatory colleges, professional associations, consumer groups and

other community and government groups, as well as individual health professionals and members of the public.

PUBLIC APPOINTMENTS UNIT
Hepburn Block
10th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8498
Fax (416)327-8496

The Public Appointments Unit is responsible for administering the Ministry of Health's public appointments process in an open and fair manner, as well as ensuring that the membership of health-related agencies, boards and commissions reflect the diversity of Ontario's population. The office serves as a focal point for ongoing communication with Ministry of Health program areas, health-related agencies, boards and commissions, potential and current public appointees and the Public Appointments Secretariat.

HEALTH POLICY BRANCH
Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)327-8313
Fax (416)327-0888
8:30-4:30

The Health Policy Branch, in the Integrated Policy and Planning group, develops strategic health planning and policies to further the provincial government's agenda; and ensures that coordinated, effective and balanced provincial government policy responses are made to emerging health care needs in Ontario. The branch, consisting of the Corporate Policy Secretariat, the Research Unit, the Legislation Policy Unit, the Women's Health Bureau, the Aboriginal Health Office, and the Office of Child and Youth Health, manages internal policy processes, activities in the development of new legislation; provides program planning and policy development in research, aboriginal health, women's health, child and youth health and well-being issues, both internally and with other ministries and health sectors; and administers the ministry's research allocation.

ABORIGINAL HEALTH OFFICE
Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)314-5513
Fax (416)314-5517

The **Aboriginal** Health Office promotes and supports structural change within the ministry to improve the province's ability to meet aboriginal people's health needs and priorities. The Aboriginal Health Office's objectives include policy development and analysis, improving equity and access to programs and services, education and increasing awareness of aboriginal health status and offering a contact point for the aboriginal community. The office coordinates ministry involvement in large-scale multi-ministry initiatives, such as the Aboriginal Healing and Wellness Strategy.

CORPORATE POLICY SECRETARIAT
Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)327-8313
8:30 - 4:30

The Corporate Policy Secretariat is responsible for planning and coordinating activities which support policy development in the Ministry of Health. The secretariat prepares and presents briefing materials for the minister and senior management on specific health issues. It conducts health impacts analysis on policy proposals from other ministries to ensure consistency with health initiatives, and to identify all possible impacts on health care. The secretariat conducts environmental scanning on health-related topics. The secretariat coordinates responses to the office of the Ombudsman, the office of the environment commissioner, the coroner and other governments, and organizes health related visits to the ministry from foreign delegations.

LEGISLATION POLICY UNIT
Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8451
Fax (416)327-8458
8:30 - 4:30

The Legislation Policy Unit provides support and project management assistance to the corporate structure of the ministry in relation to the development, coordination and implementation of legislation. It is also responsible for ensuring that the ministry's legislative initiatives are in keeping with overall government policy and direction.

OFFICE OF CHILD AND YOUTH HEALTH
8th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7228
Fax (416)327-7230

The Office of Child and **Youth** Health is responsible for the development and implementation of child and youth health strategy, to promote and preserve the health and well-being of Ontario's children. The office provides a focal point for policy development and coordination of children and youth health issues within the Ministry of Health. As well the office collaborates with other ministries and sectors on issues of common concern regarding children and youth.

HEALTH RESEARCH AND DEVELOPMENT GRANTS PROGRAM
Hepburn Block
8th Flr, 80 Grosvenor St.
Toronto M7A 1R3
General Inquiry (416)327-8367
Fax (416)327-8313
http://www.gov.on.ca/health/english

The **Health Research** and Development **Grants** Program provides financial support, through grants to projects and units, for research evaluating aspects of the delivery of health

care; and through fellowship and Career Scientist **Awards**, for training new clinical and community health researchers. Applications for grants may be submitted by **universities** and non-profit, health-related agencies in Ontario.

WOMEN'S HEALTH BUREAU
Hepburn Block
8th Flr, 80 Grosvenor St.
Toronto M2A 1R3
General Inquiry (416)314-8270
Fax (416)314-8275

The **Women**'s **Health** Bureau was formed in 1987 by the Ministry of Health to give concrete acknowledgment to the unique needs of women as health care consumers. The bureau works with women, health care providers and program areas within the ministry to ensure that women's health care needs are addressed in existing and future health care policies throughout the broader health care system. The bureau has several means by which it has an impact on women's health policy. It directly develops policy on women's health needs which have been identified as priority issues (e.g., violence against women, breast **cancer**, regional hysterectomy rates). The bureau influences policies developed overall in the ministry and health care system, where it is perceived that women's needs require specific advocacy and consideration at the policy development stage.

HEALTH STRATEGIES OFFICE
Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-4392
Fax (416)327-0888

The Health Strategies Office plays a key role in the Integrated Policy and Planning group in leading and managing change. It is responsible for broad strategic policy development, analysis and implementation; across-ministry integration of strategic priorities;and intergovernmental affairs activities.

INFORMATION PLANNING AND EVALUATION BRANCH
2nd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7483
Fax (416)327-7517

Information Planning and Evaluation Branch develops and analyses information about health care resources, services, utilization and **statistics** related to **hospitals**, medical and health care institutions, for use by the ministry for its planning and management activities, and by external users for planning purposes. The branch leads and coordinates broad based policy, planning and evaluation initiatives.

RESOURCES MANAGEMENT OFFICE
Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)327-8313

The Resources Management Office is responsible for providing a strategic focus in the planning and management of human and financial resources for the Integrated Policy &

Planning group. This includes coordinating the group's estimates process and other financial planning processes, as well as human resources support for branch re-engineering and restructuring etc. The office provides an internal consulting service to the group's program areas on human resource, financial and planning issues, and also coordinates corporate projects and initiatives for the Integrated Policy & Planning group.

LONG-TERM CARE DIVISION

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-6046
Fax (416)327-8375

The Long-Term Care Division is responsible for **funding** and monitoring the 1,700 agencies that make up Ontario's long-term care system. The division is implementing a comprehensive reform of these services to make sure they are delivered in an equitable and coordinated fashion, and that they offer an expanded, more flexible range of service options to long-term care consumers. The division works through five regional offices located across the province, and two corporate branches: the Operations Support Branch and Program Standards Branch.

OPERATIONS SUPPORT BRANCH

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-6046
Fax (416)326-0888
8:00 - 4:30

The Operations Support Branch administers policies and programs relating to the operation of provincially funded **long-term care** facilities (i.e., **nursing** homes and **homes for the aged**) and community services consisting of professional, homemaking and school health support services provided through 43 community care access centres. The branch develops operational policies and provides advice on the development of policies, program design, regulations and communication of policies. In addition, the Operations Support Branch provides program support to the regional offices who monitor compliance with legislation, enforcement services to long-term care facilities and community programs. It also provides budgeting, capital funding coordination, and data analysis functions to support the management of the division. The annual long-term care resident classification process (Levels of Care) is also the responsibility of this branch.

Services offered to the Public:
Long Term Care

PROGRAM STANDARDS BRANCH

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-9756
Fax (416)326-1218

The Program **Standards** Branch of the Long-Term Care Division develops policies and designs programs for both community and activity-based services in the long-term care

system for **senior citizens**, adults with physical disabilities, persons with acquired brain injury, persons including children requiring health services at home and children requiring health services to remain in school.

REGIONAL AND SUB-OFFICES

CENTRAL REGION OFFICE
10th Flr, 2195 Yonge St
Toronto M7A 1G2
General Inquiry (416)327-8952
Toll Free 1-800-595-9394
Fax (416)327-4486
8:30 - 5:00

PETERBOROUGH WORK STATION
Regency Square
3rd Flr, 150 King St
Peterborough K9J 2R9
General Inquiry (705)741-5634
TTY Toll Free 1-800-567-1045
Fax (705)745-1446
8:30 - 5:00

SIMCOE/YORK WORK STATION
Victoria Square
Suite 200, 11 Victoria St
Barrie L4N 6T3
General Inquiry (705)739-6470
Toll Free 1-800-463-0102
Fax (705)739-6473
8:30 - 5:00

CENTRAL WEST REGIONAL OFFICE
11th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)546-8294
Fax (905)546-8255

EAST REGION OFFICE
859 Princess St
Kingston K7L 1G7
Toll Free 1-800-667-1062
Fax (613)548-6774
8:30 - 5:00

OTTAWA WORK STATION
Time Square
3rd Flr Suite 310, 47 Clarence St
Ottawa K1N 9K1
General Inquiry (613)241-4263
Toll Free 1-800-668-1697
Toll Free 1-800-267-8588
Fax (613)239-1535
8:15 - 5:00

NORTH REGION OFFICE
Suite 506, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-3130
Toll Free 1-800-663-6965
Fax (705)564-3133
Fax (705)945-6868 (Sault Ste Marie)
8:30 - 4:45

NORTH BAY WORK STATION
Suite 102, 200 First Ave W
North Bay P1B 9M3
General Inquiry 1-800-663-6965
Fax (705)494-4030

THUNDER BAY WORK STATION
Suite 403, 189 Red River Rd
Thunder Bay P7B 1A2
General Inquiry 1-800-663-6965
Fax (807)223-8502 (Dryden)
Fax (807)343-7567 (Thunder Bay)

SOUTH WEST REGION OFFICE
Suite 201, 231 Dundas St
London N6A 1H1
General Inquiry (519)675-7680
Toll Free 1-800-663-3775
Fax (519)675-7685
8:30 - 5:00

WINDSOR WORK STATION
Suite 300, 215 Eugenie St W
Windsor N8X 2X7
General Inquiry (519)250-0788
Toll Free 1-800-667-5953
Fax (519)973-1360
8:30 - 5:00

ORGANIZATIONAL DEVELOPMENT OFFICE

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-0709

The Organizational Development Office is responsible for, among other things, providing the strategic leadership for delivery of the Ministry of Health's new organizational structure under FutureShape and supports the integration of OPS restructuring initiatives.

AGENCIES, BOARDS AND COMMISSIONS

CANCER CARE ONTARIO

16th Flr, 620 University Ave
Toronto M5G 2L7
General Inquiry (416)971-9800
Fax (416)971-6888
www.cancercare.on.ca

Cancer Care Ontario (CCO) serves as the government's principal adviser on cancer issues, and is responsible for long-term planning of all aspects of the cancer care system. CCO sets direction and provides leadership for a broad range of services, including prevention, treatment, supportive care, and **research**. CCO also leads the development of provincial standards for care, including treatment guidelines and care maps.

HAMILTON REGIONAL CANCER CENTRE
699 Concession St
Hamilton L8V 5C2
General Inquiry (905)387-9495
Fax (905)575-6323

KINGSTON REGIONAL CANCER CENTRE
25 King St W
Kingston K7L 5P9
General Inquiry (613)544-2630
Fax (613)544-9708

LONDON REGIONAL CANCER CENTRE
790 Commissioners Rd E
London N6A 4L6
General Inquiry (519)685-8600
Fax (519)685-8614

NORTHEASTERN ONTARIO REGIONAL CANCER CENTRE
41 Ramsey Lake Rd
Sudbury P3E 5J1
General Inquiry (705)522-6237
Fax (705)523-7328

NORTHWESTERN ONTARIO REGIONAL CANCER CENTRE
290 Munro St
Thunder Bay P7A 7T1
General Inquiry (807)343-1610
Fax (807)345-2630

OTTAWA REGIONAL CANCER CENTRE - CIVIC DIVISION
190 Melrose Ave
Ottawa K1Y 4K7
General Inquiry (613)737-7700
Fax (613)725-6310

OTTAWA REGIONAL CANCER CENTRE - GENERAL DIVISION
501 Smyth Rd
Ottawa K1G 8L6
General Inquiry (613)737-7700
Fax (613)247-3510

TORONTO - SUNNYBROOK REGIONAL CANCER CENTRE
2075 Bayview Ave
Toronto M4N 3M5
General Inquiry (416)488-5801
Fax (416)480-6002

WINDSOR REGIONAL
CANCER CENTRE
2220 Kildare Rd
Windsor N8W 2X3
General Inquiry (519)253-5253
Fax (519)971-9922

COMMUNITY CARE ACCESS CENTRES (CCAC)
80 Grosvenor St
Toronto M7A 1R3

On January 1, 1998, the creation of 43 CCACs across the province consolidated the services formerly provided by 38 **home care** programs and 36 placement coordination services. The CCACs provide a simplified service access point and are responsible for: service information and referral to all **long-term care** services, including volunteer-based **community** services; coordinated service planning and monitoring; eligibility determination for professional and homemaking/personal support services provided at home and in publicly-funded schools; case management; and placement coordination services for long-term care facilities (**nursing homes** and **homes for the aged**). Access Centres, governed by independent, incorporated non-profit boards of directors, accountable, through service agreements, to the ministry board membership represents the broader community, long-term care consumers and their caregivers, and a balance of **health** and social services perspective.

CCAC ALGOMA
Suite 1, 369 Queen St E
Sault Ste Marie P6A 1Z4
General Inquiry (705)949-1650
Fax (705)949-1663
8:00 - 9:00

CCAC BRANT
274 Colborne St
Brantford N3T 2H5
General Inquiry (519)759-7752
Fax (519)759-7130
8:30 - 5:00

CCAC CHATHAM-KENT
220 Riverview Dr
Box 306
Chatham N7M 5K4
General Inquiry (519)436-2222
Fax (519)351-5057
8:30 - 4:30

CCAC COCHRANE DISTRICT
3rd Flr, 60 Wilson Ave
Timmins P4N 2S7
General Inquiry (705)267-7766
General Inquiry 1-888-668-2222
Fax (705)267-7795
8:30 - 4:30

CCAC DURHAM
605 Brock St N
Whitby L1N 4J3
General Inquiry (905)430-3308
Fax (905)430-3297
8:30 - 4:30

CCAC EAST YORK
Suite 808, 2161 Yonge St
Toronto M4S 3A6
General Inquiry (416)229-2929
Fax (416)229-9841
8:30 - 8:00

CCAC EASTERN COUNTIES
709 Cotton Mill St.
Cornwall K6H 7K7
General Inquiry (613)936-1171
Fax (613)933-9616
8:30 - 4:30

CCAC ELGIN
99 Edward St
St Thomas N5P 1Y8
General Inquiry (519)631-9907x112
Fax (519)631-2236
8:30 - 4:30

CCAC ETOBICOKE
60 Richview Rd
Etobicoke M9A 5E4
General Inquiry (416)229-5803
Fax (416)243-8024
8:30 - 8:00

CCAC GREY BRUCE
255 18th St W
Owen Sound N4K 6Y1
General Inquiry (519)371-2112
General Inquiry 1-888-371-2112
Fax (519)371-5612
8:30 - 4:30

CCAC HALIBURTON, NORTHUMBERLAND & VICTORIA
108 Angeline St S
Lindsay K9V 3L5
General Inquiry (705)324-9165
Fax (705)324-0884
8:30 - 4:30

CCAC HALTON
4th Flr, 440 Elizabeth St
Burlington L7R 2M1
General Inquiry (905)639-5228
Toll Free 1-800-810-0000 (Within Area Codes 905 and 519)
Fax (905)639-5320
8:30 - 8:00

CCAC HAMILTON-WENTWORTH
Suite 200, 414 Victoria St N
Hamilton L8L 5G8
General Inquiry (905)523-8600
Fax (905)528-1883
8:30 - 4:30

CCAC HASTINGS AND PRINCE EDWARD COUNTIES
Belleville General Hospital
265 Dundas St E
Box 428
Belleville K8N 5K5
General Inquiry (613)966-3530
Fax (613)966-0996

CCAC HURON
c/o Health and Library Complex
R R 5
Clinton N0M 1L0
General Inquiry (519)482-3411
Toll Free 1-800-267-0535
Fax (519)482-1485

CCAC KENORA AND RAINY RIVER DISTRICTS
21 Wolsey St
Kenora P9N 3W7
General Inquiry (807)468-6491
Fax (807)468-1437
8:30 - 4:30

CCAC KINGSTON, FRONTENAC, LENNOX & ADDINGTON
Suite 101, 471 Counter St
Kingston K7M 8S8
General Inquiry (613)544-7090
Fax (613)544-1494
8:30 - 4:30

CCAC LANARK, LEEDS AND GRENVILLE
52 Abbott St N
Smiths Falls K7A 1W3
General Inquiry (613)283-8012
Toll Free 1-800-267-6041
Fax (613)283-0308
8:30 - 6:30

CCAC LONDON & MIDDLESEX
50 King St
London N6A 5L7
General Inquiry (519)434-2222
(519)663-5332 (Voice Mail)
Fax (519)432-1645
8:30 - 4:30

CCAC MANITOULIN-SUDBURY
1760 Regent St
Sudbury P3E 3Z8
General Inquiry (705)522-3460
Toll Free 1-800-461-2919
Fax (705)522-3855
8:30 - 4:30

CCAC MUSKOKA EAST
PARRY SOUND
3 N, 354 Muskoka Rd
Huntsville P1H 1H7
General Inquiry (705)789-6451
Fax (705)789-1982
8:00 - 4:00

CCAC NEAR NORTH (NIPISSING)
2nd Flr, 101 McIntyre St W
North Bay P1B 2Y5
General Inquiry (705)476-2222
General Inquiry 1-888-533-2222
Fax (705)476-6719
8:30 - 4:30

CCAC NIAGARA
PO Box 215
St Catharines L2R 6S4
General Inquiry (905)988-3667
General Inquiry (905)684-9441
Fax (905)684-8493
Fax (905)988-3670
8:00 - 4:30

CCAC OTTAWA-CARLETON
Suite 410, 1223 Michael St N
Gloucester K1J 7T2
General Inquiry (613)745-5525
General Inquiry (613)745-8124
Fax (613)745-1422
8:30 - 4:30

CCAC OXFORD
410 Buller St
Woodstock N4S 4N2
General Inquiry (519)539-1284
Fax (519)539-0065
8:30 - 4:30

CCAC PEEL
Suite 202, 2227 South Millway
Mississauga L5L 3R6
General Inquiry (905)608-1177
Fax (905)820-3368
8:30 - 4:30

CCAC PERTH COUNTY
653 West Gore St
Stratford N5A 1L4
General Inquiry (519)273-2222
Fax (519)273-2139
8:45 - 5:00

CCAC PETERBOROUGH
Suite 202, 700 Consilla Ave
Peterborough K9J 5Y3
General Inquiry (705)743-9559
Toll Free 1-888-235-7222
Fax (705)743-2212
8:30 - 4:30

CCAC RENFREW COUNTY
Suite B, 7 International Dr
Pembroke K8A 6W5
General Inquiry 1-888-421-2222
General Inquiry (613)732-7007
Fax (613)732-3522
8:30 - 4:30

CCAC SARNIA LAMBTON
1433 London Rd
PO Box 185
Sarnia N7T 7H9
General Inquiry (519)542-4444
Toll Free 1-800-265-1445
Fax (519)542-3116
8:00 - 4:30

CCAC SCARBOROUGH
1940 Eglinton Ave E
Scarborough M1L 4R1
General Inquiry (416)750-2444
Fax (416)750-8234
8:30 - 8:00

CCAC SIMCOE COUNTY
Suite 100, 15 Sperling Dr
Barrie L4M 6K9
General Inquiry (705)721-7444
General Inquiry 1-888-721-2222
Fax (705)722-5237
8:30 - 4:30

CCAC THE DISTRICT
OF THUNDER BAY
Suite 216, 1139 Alloy Dr
Thunder Bay P7B 6M6
General Inquiry (807)345-7339
Toll Free 1-800-626-5406
Fax (807)345-8868
8:30 - 4:30

CCAC TIMISKAMING
31 Station Rd N
PO Box 520
Kirkland Lake P2N 3J5
General Inquiry (705)567-2222
Fax (705)567-9407
8:30 - 4:30

CCAC TORONTO
2nd Flr, 250 Dundas St W
Toronto M5T 2Z5
General Inquiry (416)506-9888
Fax (416)506-0374
8:30 - 8:00

CCAC WATERLOO REGION
4th Flr, 99 Regina St S
Box 1612
Waterloo N2J 4G6
General Inquiry (519)883-2210
Fax (519)883-2198
8:30 - 4:30

CCAC WELLINGTON-DUFFERIN
Suite 201, 450 Speedvale Ave W
Guelph N1H 7G7
General Inquiry (519)823-2550
Fax (519)823-8682
8:30 - 4:30

CCAC WEST PARRY SOUND
HEALTH CENTRE
10 James St
Parry Sound P2A 1T3
General Inquiry (705)746-4540
Fax (705)746-7364
8:00 - 4:00

CCAC WINDSOR/ESSEX
5th Flr, 339 Crawford Ave
Windsor N9A 5C6
General Inquiry (519)258-8211
General Inquiry (519)258-6288 (Intake)
Fax (519)258-2004
8:45 - 8:00

CCAC YORK (CITY OF)
1921 Eglinton Ave W
City of York M6E 2J7
General Inquiry (416)780-1919
General Inquiry (416)780-0558
Fax (416)780-1749
8:30 - 8:00

CCAC YORK REGION
Unit 1, 1100 Gorham St
Newmarket L3Y 7V1
General Inquiry (905)895-1240
Toll Free 1-888-470-2222
Fax (905)853-6297

CONSENT AND CAPACITY BOARD
1st Flr, 99 Adesso Dr
Concord L4K 3C7

Consent and capacity Board hears **appeals** relating to involuntary placement in a **psychiatric** facility, capacity to make personal care and financial decisions, and access to personal **records** from a psychiatric facility.

REGIONAL OFFICES

HAMILTON/GUELPH
Suite 810, 25 Main St W
Hamilton L8P 1H1
General Inquiry (905)522-3517
Fax (905)522-3555

KINGSTON
Suite 102, 780 Midpark Dr
Kingston K7M 7P6
General Inquiry (613)384-5051
Fax (613)384-9648

LONDON
2nd Flr, 341 Talbot St
London N6A 2R5
General Inquiry (519)438-7811
Fax (519)660-4857

NORTH BAY
140 Main St W
North Bay P1B 4V9
General Inquiry (705)474-1220
Fax (705)474-5630

OTTAWA
Minto Place
9th Flr, 427 Laurier Ave W
Ottawa K1R 7Y2
General Inquiry (613)782-3207
Fax (613)238-8507

PENETANGUISHENE
34-A Clapperton St
Barrie L4M 3E7
General Inquiry (705)737-0111
Fax (705)734-0046

SUDBURY
164 Elm St
Sudbury P3C 1T7
General Inquiry (705)674-6441
Fax (705)673-9567

THUNDER BAY
1020 Victoria Ave E
PO Box 125
Thunder Bay P7C 4V5
General Inquiry (807)623-4442
Fax (807)623-8140

TORONTO
Suite 906, 94 Cumberland St
Toronto M5R 1A3
General Inquiry (416)968-6575
Fax (416)968-3424

DISTRICT HEALTH COUNCILS

The District Health Councils are planning and advisory bodies responsible at arm's length to the Minister of Health, established by Order-in-Council under the Ministry of Health Act. Councils research, identify and plan for district health needs, coordinate all health planning activities and cooperate in social development activities for the district. There are 33 geographically defined councils (listed separately) representing all Ontario residents. Councils are composed of 15 to 19 volunteer members appointed by Order-in-Council for a maximum of two three-year terms. The membership is composed of consumer, provider and local government representatives supported by a small secretariat. Councils are supported by a number of committees composed of council members and community provider and consumer members.

Services offered to the Public:
District Health Councils

ALGOMA, COCHRANE, MANITOULIN AND SUDBURY DISTRICT HEALTH COUNCIL
336 Pine St
Sudbury P3C 1X8
General Inquiry (705)675-5654
Fax (705)675-2870
8:30 - 4:30

CHAMPLAIN DISTRICT HEALTH COUNCIL
Suite 350, 955 Green Valley Cr
Ottawa K2C 3V4
General Inquiry (613)723-1440
Fax (613)723-5162
8:30 - 4:30

DURHAM, HALIBURTON, KAWARTHA AND PINE RIDGE DISTRICT HEALTH COUNCIL
Suite 300, 159 King St E
PO Box 544
Peterborough K9J 2R8
General Inquiry (705)748-2292
Fax (705)748-9600
8:30 - 4:30

ESSEX, KENT AND LAMBTON DISTRICT HEALTH COUNCIL
Unit 720, 4510 Rhodes Dr
Windsor N8W 5K5
General Inquiry (519)944-5884
Fax (519)944-0619

GRAND RIVER DISTRICT HEALTH COUNCIL
Suite 304, 233 Colborne St
Brantford N3T 2H4
General Inquiry (519)756-1330
Fax (519)756-6013

GREY BRUCE HURON-PERTH DISTRICT HEALTH COUNCIL
235 St George St
Mitchell N0K 1N0
General Inquiry (519)348-4498
Fax (519)348-9749

HALTON - PEEL DISTRICT HEALTH COUNCIL
Suite 220, 350 Rutherford Rd S
Brampton L6W 4N6
General Inquiry (905)814-5995
Fax (905)455-5285
8:30 - 4:30

HAMILTON-WENTWORTH DISTRICT HEALTH COUNCIL
Suite 301, 10 George St
Hamilton L8P 1C8
General Inquiry (905)570-1441
Fax (905)570-1202
8:30 - 4:30

METROPOLITAN TORONTO DISTRICT HEALTH COUNCIL
Suite 200, 4141 Yonge St
Willowdale M2P 2A8
General Inquiry (416)222-6522
Fax (416)222-5587
8:30 - 4:30

MUSKOKA, NIPISSING, PARRY SOUND AND TIMISKAMING DISTRICT HEALTH COUNCIL
310 Algonquin Ave
North Bay P1B 4W2
General Inquiry (705)494-9126
Fax (705)494-9127
8:30 - 4:30

NIAGARA DISTRICT HEALTH COUNCIL
1428 Pelham St S
PO Box 1220
Fonthill L0S 1E0
General Inquiry (905)892-5771
Fax (905)892-1593
8:30 - 4:30

NORTHWESTERN ONTARIO DISTRICT HEALTH COUNCIL
1093 Barton St
Thunder Bay P7B 5N3
General Inquiry (807)623-6131
Fax (807)623-0355
8:30 - 4:30

QUINTE KINGSTON RIDEAU DISTRICT HEALTH COUNCIL
Suite 400, 471 Counter St
Kingston K7M 8S8
General Inquiry (613)549-5253
Fax (613)542-9223
8:30 - 4:30

SIMCOE - YORK DISTRICT HEALTH COUNCIL
Suite 300, 1091 Gorham St
Newmarket L3Y 7V1
General Inquiry (905)830-9899
Fax (905)830-9903
8:30 - 4:30

THAMES VALLEY DISTRICT HEALTH COUNCIL
Suite 105, 100 Collip Cir
London N6G 4X8
General Inquiry (519)858-5015
Fax (519)858-5016
8:30 - 4:30

WATERLOO REGION - WELLINGTON- DUFFERIN DISTRICT HEALTH COUNCIL
Units 217 & 218, 251 Woodlawn Rd W
Guelph N1H 8J1
General Inquiry (519)836-7440
Fax (519)836-7177
8:30 - 4:30

DRUG QUALITY AND THERAPEUTICS COMMITTEE
3rd Flr, 5700 Yonge St.
North York M2M 4K5

The Drug Quality and Therapeutics committee provides expert advice to the Minister on the operation of Ontario's Drug Benefit Program and related pharmaceutical and pharmacological matters. It evaluates drug products for listing, makes recommendations regarding the interchangeability of drug products and educational/scientific material for health professionals and public, and facilitates communication between the ministry and professional organizations.

HEALING ARTS RADIATION PROTECTION (HARP) COMMISSION
3rd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7952
Fax (416)327-8805

The Healing Arts **Radiation** Protection (HARP) Commission ensures that Ontario residents' exposure to radiation from medical **X-ray** sources is as low as possible, consistent with the production of high-quality diagnostic images. Established under the provisions of the HARP Act, the commission advises the Minister of Health on matters relating to radiation **safety**, and approves training courses for all personnel involved in the use of medical and dental radiation. Seven advisory committees representing chiropractors, dentistry, radiologists, medical physicists, podiatrist, medical radiological technologist and radiation therapy assist the commission in developing regulations and guidelines to ensure the safe use of radiation. Activities and information on the commission and its advisory committees are detailed in the commission's annual report.

COLLEGE OF MIDWIVES OF ONTARIO
4th Flr, 2195 Yonge St
Toronto M4S 2B2
General Inquiry (416)327-0874
Fax (416)327-8219
admin@cmo.on.ca
9:00 - 5:00

The College is the regulatory organization for the profession of midwifery.

HEALTH FACILITIES APPEAL BOARD
9th Flr, 151 Bloor St W
Toronto M5S 2T5
General Inquiry (416)327-8512
Fax (416)327-8524
8:00 - 5:00

The board holds **hearings** under the **Ambulance** Act, the Private **Hospitals** Act, the **Health** Facilities Special Orders Act, the Healing Arts **Radiation** Protection Act and the Independent Health Facilities Act.

HEALTH PROFESSIONS BOARD
9th Flr, 151 Bloor St W
Toronto M5S 2T5
General Inquiry (416)327-8512
Fax (416)327-8524
8:30 - 4:30

The **Health** Professions Board, under the Regulated Health Professions Act, and 21 professions - specific Acts, hears **appeals** and reviews decisions made by the self-governing regulatory agencies of 24 regulated health professions, including **nurses**, **physicians**, **midwives**, **dentists**, **pharmacists**, occupational therapists and **dental** hygienists, and **veterinarians**, under the Veterinarians Act, with respect to **registration** of practitioners and **complaints** made against members.

HEALTH PROTECTION APPEAL BOARD
9th Flr, 151 Bloor St W
Toronto M5S 2T5
General Inquiry (416)327-8512
Fax (416)327-8524
8:30 - 4:30

The **Health** Protection **Appeal** Board hears appeals of orders of the medical officer of health and public health inspectors under the Health Protection and Promotion Act and the **Immunization** of School Pupils Act.

HEALTH SERVICES APPEAL BOARD
9th Flr, 151 Bloor St W
Toronto M5S 2T5
General Inquiry (416)327-8512
Fax (416)327-8524
8:00 - 5:00

The Board hears **appeals** of decisions made by the General Manager of **OHIP** concerning practitioners billing practices, payment of subscriber **claims** and appeals of ineligibility for placement in a **Long-Term Care** facility.

HOSPITAL APPEAL BOARD
9th Flr, 151 Bloor St W
Toronto M5S 2T5
General Inquiry (416)327-8512
Fax (416)327-8524
8:30 - 4:30

The Hospital **Appeal** Board hears appeals of decisions made by hospital boards concerning the appointment and affiliation privileges of **medical** staff under the Public **Hospitals** Act.

LABORATORY REVIEW BOARD
9th Flr, 151 Bloor St W
Toronto M5S 2T5
General Inquiry (416)327-8512
Fax (416)327-8524
8:30 - 4:30

The Laboratory Review Board holds **hearings** when the director of Laboratory Licensing proposes to refuse, revoke or impose terms of conditions on a licence or when a licensee is dissatisfied with the term of conditions imposed. It also holds hearings when, under the **Health** Facilities Special Orders Act, the Minister suspends a laboratory licence or requires a laboratory licensee to suspend activity.

NURSING HOMES APPEAL BOARD
9th Flr, 151 Bloor St W
Toronto M5S 2T5
General Inquiry (416)327-8512
Fax (416)327-8524
8:30 - 4:30

As authorized by the **Nursing Homes** Act, the Nursing Homes Review Board holds **hearings** concerning licence disputes, i.e. hears **appeals** in the event of licence revocation by the Ministry of **Health** and reviews decisions by the Ministry of Health related to take over the operation of nursing homes under the Health Facilities Special Orders Act.

HEALTH PROFESSIONS REGULATORY ADVISORY COUNCIL
4th Flr, 2195 Yonge St
Toronto M4S 2B2
General Inquiry (416)326-1550
TTY (416)327-0823
Fax (416)326-1549
8:00 - 5:00

The Health Professions Regulatory Advisory Council provides ongoing advice to the Minister of Health on: whether unregulated professions should be regulated; whether regulated professions should no longer be regulated; suggested amendments to the Act, a health profession Act, or a regulation under the Act; matters concerning the quality assurance programs undertaken by **colleges**; and any matter relating to the regulation of health professions referred to it by the Minister. The council will also be responsible for monitoring each college's patient relations program and advising the Minister about its effectiveness.

MEDICAL ELIGIBILITY COMMITTEE
2nd Flr, 49 Place d'Armes
Box 48
Kingston K7L 5J3
General Inquiry (613)548-6405

This **Medical** Eligibility Committee is required under the **Health Insurance** Act (HIA) to deal with the eligibility of insured services (i.e., the medical necessity of an insured service provided to an insured person), as well as other matters assigned to it by the Act or the Regulation or by the Minister. This committee makes recommendations to the General

Manager with respect to these decisions. The Provider Services Branch provides secretarial services to this committee.

MEDICAL REVIEW COMMITTEE
2nd Flr, 49 Pl d'Armes
Box 48
Kingston K7L 5J3
General Inquiry (613)548-6459

The existence of the **Medical** Review Committee is legislated by the **Health Insurance** Act (HIA). The general manager of **OHIP** refers individual physicians to this committee for investigation of inappropriate fee-for-service billing and then makes decisions on recovery of overpayment based on the recommendations of the committee.

MENTAL HEALTH LAW EDUCATIONAL PROJECT
Main Flr, 99 Adesso Dr
Concord L4K 3C7
General Inquiry (416)327-4149
Fax (416)327-4207

The **Mental Health** Law **Educational** Project produces educational materials and presents educational programs to professionals and the public on mental health law.

ONTARIO MENTAL HEALTH FOUNDATION
Suite 1708, 365 Bloor St E
Toronto M4W 3L4
General Inquiry (416)920-7721
Fax (416)920-0026
www.inforamp.net/~omhf

The Ontario **Mental Health** Foundation (OMHF) provides **grants** and **fellowships** for mental health **research**. The foundation supports specific projects, post-doctoral **students**, and post-graduate independent research. Application guidelines are available from the foundation.

ONTARIO REVIEW BOARD
10th Flr, 151 Bloor St W
Toronto M5S 2T5
General Inquiry (416)327-8866
Fax (416)327-8867
8:30 - 4:30

The Ontario Review Board reviews the status of each accused who has been found to be not **criminally** responsible or unfit to stand trial for criminal **offences** on account of a mental disorder.

PSYCHIATRIC PATIENT ADVOCATE OFFICE
6th Flr, 2195 Yonge St
Toronto M4S 2B2
General Inquiry (416)327-7000
Fax (416)327-7008
8:00 - 5:00

The **Psychiatric** Patient Advocate Office (PPAO) provides advocacy and rights advice to inpatients in provincial psychiatric **hospitals**.

BROCKVILLE
Administration Bldg
Rm 1322 1st Flr, Hwy 2 Prescott
Brockville K6V 5W7
General Inquiry (613)345-3657
Fax (613)345-4352

HAMILTON
Rm F136A, 100 West 5th St
Hamilton L8L 2B3
General Inquiry (905)388-2454
Fax (905)575-6059

KINGSTON
Rm 1009, 752 King St W
Kingston K7L 4X3
General Inquiry (613)548-5575
Fax (613)540-6107

LONDON
Rm B111, 850 Highbury Ave
London N6A 4H1
General Inquiry (519)455-9380
Fax (519)679-7022

NORTH BAY
Rm 35, Hwy 11 N
PO Box 3010
North Bay P1B 8L1
General Inquiry (705)474-1379
Fax (705)495-7889

PENETANGUISHENE
Rm 318, 500 Church St
Penetanguishene L9M 1G3
General Inquiry (705)549-3663
Fax (705)549-3172

ST THOMAS
Rm J178, 467 Sunset Dr
St Thomas N5P 3V9
General Inquiry (519)631-1427
Fax (519)631-8216

THUNDER BAY
Rm Bsmt 207B Ward 2 S, 580 North Algoma St
Thunder Bay P7B 5G4
General Inquiry (807)343-4399
Fax (807)343-4374

TORONTO
Rm 167, 1001 Queen St W
Toronto M6J 1H4
General Inquiry (416)535-3959
Fax (416)583-4303

WHITBY
Rm 7-2035, 700 Gordon St
Whitby L1N 5S9
General Inquiry (905)430-4047
Fax (905)430-4044

ACTS

Alcoholism and Drug Addiction Act
Ambulance Act
Audiology and Speech-Language Pathology Act
Cancer Act
Cancer Remedies Act
Charitable Institutions Act
Chiropody Act
Chiropractic Act
Community Psychiatric Hospitals Act
Dental Hygiene Act, 1991
Dental Technology Act, 1991
Dentistry Act, 1991
Denturism Act, 1991
Development Services Act (Long-term care programs and services)
Dietetics Act, 1991
Drug Interchangeability and Dispensing Fee Act

Drug and Pharmacies Regulation Act
Drugless Practitioners Act
Elderly Persons Centres Act
Fluoridation Act
General Welfare Assistance Act (long-term care programs and services only)
Healing Arts Radiation Protection Act
Health Cards and Numbers Control Act, 1991
Health Care Accessibility Act
Health Care Consent Act
Health Facilities Special Orders Act
Health Insurance Act
Health Protection and Promotion Act
Homemakers and Nurses Services Act
Homes for Retarded Persons Act (Long-term care programs and services)
Homes for Special Care Act
Homes for the Aged and Rest Homes Act
Human Tissue Gift Act
Hypnosis Act
Immunization of School Pupils Act
Independent Health Facilities Act
Laboratory and Specimen Collection Centre Licencing Act
Long Term Care Act, 1994
Massage Therapy Act
Medical Laboratory Technology Act, 1991
Medical Radiation Technology Act, 1991
Medicine Act, 1991
Mental Health Act
Mental Hospitals Act
Midwifery Act, 1991
Ministry of Community and Social Services Act (sections 11.1 and 12 re: long-term care programs and services only)
Ministry of Health Act
Municipal Health Services Act
Nursing Act, 1991
Nursing Homes Act
Occupational Therapy Act
Ontario Drug Benefit Act
Ontario Medical Association Dues Act, 1991
Ontario Mental Health Foundation Act
Opticianry Act, 1991
Optometry Act, 1991
Pharmacy Act, 1991
Physician Services Delivery Management Act, 1995
Physiotherapy Act, 1991
Private Hospitals Act
Psychology Act, 1991
Public Hospitals Act
Regulated Health Professions Act, 1991
Respiratory Therapy Act, 1991
Tobacco Control Act, 1994
War Veterans Burial Act

MINISTRY OF INTERGOVERNMENTAL AFFAIRS

Mowat Block
6th Flr, 900 Bay St
Toronto M7A 1C2
General Inquiry (416)325-4800

The Ministry of Intergovernmental Affairs identifies and advances Ontario's interests and relations with the Government of Canada, the governments of other provinces and territories, and provides the Government of Ontario with leadership and expertise on national unity, constitutional matters and on Ontario's role in the federation. In doing this, the ministry provides advice to the government on the conduct of Ontario's relations with other governments and on major intergovernmental issues, provides the government with a wide range of information on intergovernmental events and activities in Canada and provides a number of services to other ministries, including assisting them in the conduct of their relations with other governments. The ministry consists of two units: Constitutional Affairs and Federal-Provincial Relations, and Administrative coordination. The Ministry of Economic Development, Trade and Tourism provides corporate administrative services to the ministry.

DEPUTY MINISTER'S OFFICE

ADMINISTRATIVE COORDINATION

Mowat Block
6th Flr, 900 Bay St
Toronto M7A 1C2
General Inquiry (416)325-4800
Fax (416)325-4773

Administrative Coordination coordinates the planning and allocation of ministry resources, prepares the ministry's estimates and monitors and reports on expenditures. It also performs the liaison function between the Ministry and the Ministry of Economic Development, Trade and Tourism on all administrative matters including the impact and implementation of government-wide management policies and programs.

OFFICE OF CONSTITUTIONAL AFFAIRS AND FEDERAL-PROVINCIAL RELATIONS

Mowat Block
5th Flr, 900 Bay St
Toronto M7A 1C2
General Inquiry (416)325-4800
Fax (416)325-9702 (ADM's Office)
Fax (416)325-4788

The Office of Constitutional Affairs and **Federal-Provincial** Relations provides advice in the development of Ontario's policies and procedures covering all aspects of its general relations with the federal government and provincial governments, as well as on specific issues and activities with a significant constitutional, federal-provincial or **interprovincial** component. It advises the Government of Ontario on national unity, the constitution, and on Ontario's role in the federation. In addition, the office coordinates Ontario's participation in major federal-provincial and interprovincial meetings and conferences such

as **First Ministers' Conferences**, the Annual Premiers' Conference, and meetings of the Ministerial Council on Social Policy Renewal, assists ministries in their intergovernmental relations, and manages the Ontario-Quebec Commission for Cooperation (OQCC).

ONTARIO-QUEBEC COMMISSION FOR COOPERATION
Mowat Block
5th Flr, 900 Bay St
Toronto M7A 1C2
General Inquiry (416)325-4800

The Ontario-Quebec Commission for Cooperation (OQCC) promotes and initiates economic, **cultural** and **educational exchanges** between individuals, **schools** and organizations in Ontario and Quebec to foster understanding and cooperation between residents of the two provinces. The OQCC encourages Ontario and Quebec ministries responsible for such areas as education and cultural affairs to provide joint program funding and grants. It also coordinates exchanges between Ontario and Quebec civil servants to permit sharing of views and experiences on common problems of public administration.

ACTS

Ministry of Intergovernmental Affairs Act

MINISTRY OF LABOUR

400 University Ave
Toronto M7A 1T7
(416)326-7770 (Occupational Health & Safety)
(416)326-7160 (Employment Standards)
(416)326-6546 (Fax -On-Demand)
http://www.gov.on.ca/lab
9:00 - 5:00

Established in 1919 to develop and enforce labour legislation, the Ministry of Labour's mission is to advance safe, fair and harmonious workplace practices that are essential to the social and economic well-being of the people of Ontario. Through the ministry's core businesses of occupational health and safety, employment rights and responsibilities, labour relations and internal administration, the ministry's mandate is to set, communicate and enforce workplace standards while encouraging greater workplace self-reliance. A range of specialized agencies, boards and commissions assist the ministry in its work.

DEPUTY MINISTER'S OFFICE

LEGAL SERVICES BRANCH

9th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7950
Fax (416)326-7985
8:30 - 5:00

The Legal Services Branch provides general legal services to the ministry. Those services include advising ministry staff on the interpretation of ministry statutes (such as the Occupational Health and Safety Act and the Employment Standards Act) and regulations, representing the ministry at tribunal hearings, prosecuting offences under ministry statutes, preparing ministry contracts; and drafting proposed ministry legislation, regulations, orders-in-council and other legal instruments. Legal Services Branch staff are employed by the Ministry of the Attorney General.

INTERNAL ADMINISTRATIVE SERVICES DIVISION

14th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7586
Fax (416)326-7599
8:00 - 5:00

The Internal Administrative Services Division coordinates and manages the business planning, human/financial resource, information and technology, issues management and controllership processes for the ministry; provides/manages administration services to ministry offices; coordinates the administration of ministry agencies, and provides direct services such as internal audit and freedom of information.

FINANCE AND ADMINISTRATION BRANCH
10th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7270
Fax (416)326-9069
8:00 - 5:00

The Finance and Administration Branch provides support and advice on resource management and controllership/reporting issues and requirements to ministry and central agencies. The Branch provides the Ministry with Accounts Receivable and Payables processing, Print and Mail services. It ensures that the ministry complies with financial and administrative policies and best practices supported by quality of assurance/post audit activities and coordinates the provision of facilities, assets and risk management. The branch is also responsible for contract and service management; negotiating service level/operating agreements with service providers; the development of financial and administrative policies, practices, procedures and guidelines; and providing the ministry with accounts receivable and payable processing, print and mail services.

HUMAN RESOURCES BRANCH
10th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7200
TTY (416)314-5811
Fax (416)326-7241
9:00 - 5:00

The Human Resources Branch provides a full range of service and advice to line managers and employees in all matters relating to human resource management, including policies and procedures, recruitment, classification, pay and benefits, staff relations, workplace practices, health and safety.

INFORMATION AND TECHNOLOGY MANAGEMENT BRANCH
10th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7100
Fax (416)326-7138
8:00-4:00

The Information and Technology Management Branch is responsible for information management and technology planning, business improvement, application systems development and maintenance and network services.

PLANNING AND ISSUES MANAGEMENT
14th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)314-7873
Fax (416)326-7599
8:00 - 5:00

The Planning and Issues Management branch is responsible for the integration of business planning and issues management functions across the ministry. This office is primarily responsible for the development of the ministry's strategic, business and operational plans, performance measures and indicators, service quality, coordination of

administrative/business planning support to agencies, executive development and also handles all requests for information made under the Freedom of Information/Privacy and Protection Act. The branch provides advice and information with respect to the management of recorded information as required by the Archives Act, and advises and assists in the design of ministry forms.

OPERATIONS DIVISION

14th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7606
Fax (416)326-7599
8:30 - 5:00

The Operations Division of the Ministry of Labour includes the Office of the Assistant Deputy Minister, two main offices and four regional offices. The Occupational Health and Safety Branch and Employment Practices Branch provide support to the staff delivering day-to-day operations in four autonomous regional offices.

EMPLOYMENT PRACTICES BRANCH

11th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7195
(416)326-7000 (Audiotext Program Information)
(416)326-7160 (GTA)
Toll Free 1-800-531-5551 (Province-Wide, outside Area Code 416)
Fax (416)326-7061 (12th Flr)
8:30 - 5:00

The branch overviews and coordinates the Employment Standards Program, providing policy, procedural, technical and planning support to the ministry's Regional Area Offices, which are charged with the administration and **enforcement** of the Employment Standards Act. The branch administers the Employment Agencies Act and the Industrial Standards Act.

EMPLOYMENT AGENCIES

11th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7008
Fax (416)314-8725
8:30 - 5:00

The **Employment** Agencies Act is administered by the Employment Practices Branch. The Employment Agencies Act provides for the licensing and regulation of employment agencies in Ontario. All agencies engaged in "permanent" placement must apply and qualify for a licence before undertaking any recruitment activity.

EMPLOYMENT STANDARDS
11th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7160 (GTA)
Toll Free 1-800-531-5551 (General Inquiry Outside 416 Area Code)
Fax (416)325-7061
http://www.gov.on.ca/lab/main/htm
8:30 - 5:00

The **Employment Standards** Act establishes minimum terms and conditions of employment called employment standards. It sets out rules on minimum wage, overtime pay, paid public **holidays**, **vacations** with pay and vacation pay, equal pay for equal work, the prevention of discrimination in employment-provided benefit plans, pregnancy leave and parental leave, hours of work, lie detector tests, termination notice or termination pay, severance pay, retail **workers**' right to refuse work on Sunday and Public Holidays, domestic workers and homeworkers. Information about the Employment Standards Act can be accessed through our website: http://www.gov.on.ca/lab/es/ese.htm. To file an employment standards claim, or for more information, call the Ministry of **Labour** office in your area. Office locations can be accessed through our website: http://www.gov.on.ca/LAB/mol/minoffce.htm.

INDUSTRIAL STANDARDS
11th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7036
(416)703-2111 (Ladies Dress and Sportswear Advisory Chair: Michael Canhas)
(416)703-3001 (Ladies Cloak and Suit Advisory Committee Chair: Alex Davis)
8:30 - 5:00

The **Industrial Standards** Act is administered by the Employment Practices Branch. Under the Industrial Standards Act, employees and employers may jointly request a schedule of working conditions for their particular industry. The schedule must be prepared and accepted by both groups and approved by the ministry to become the standard for that industry or trade in a designated zone. Any properly defined industry may take advantage of the legislation. The Ladies Dress and Sportswear Advisory Committee and the Ladies Cloak and Suit Advisory Committee were appointed to hear **complaints** from employers and employees to whom the schedule applies and to assist in carrying out the provisions of the Industrial Standards Act and the Regulations thereunder.

OCCUPATIONAL HEALTH AND SAFETY BRANCH
7th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7770
Toll Free 1-800-268-8013 (Province-Wide)
Fax (416)326-7761
8:30 - 5:00

The branch provides program services related to the Construction **Health** and Safety Program, the Industrial Health and Safety Program, Mining Health and Safety Program and Mine Rescue Program. These services are provided through Regional and District Offices across the province. The programs enforce the Occupational Health and Safety Act and regulations made under the Act including regulations for Designated Substances, Agents

and Materials and the Workplace **Hazardous Materials** Information System (WHMIS). They also administer the **Smoking** in the Workplace Act, sections of the Trades Qualification Act, the Atomic Energy Act, and regulations for Uranium and Thorium Mining, and Mining and **X-ray** Safety. Professional and Specialized Services, the Radiation Protection Service and the Materials Testing Laboratory Service provide scientific and technical support to the programs. The branch also directs and coordinates the development of occupational health and safety regulations.

CONSTRUCTION HEALTH AND SAFETY PROGRAM
7th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7770
Toll Free 1-800-268-8013
Fax (416)326-7761
8:30 - 5:00

Within the jurisdiction of the **Occupational Health** and **Safety** Act, the **Construction** Health and Safety Program sets, communicates and enforces **standards** that are designed to reduce **injuries** and illness among **workers** in the Construction industry including window cleaning operations. The program expects **employers** and employees to assume primary responsibility for occupational health and safety in the **workplace**. Construction Health and Safety inspectors operate out of Regional and District Offices in Ontario. They inspect construction and window cleaning operations. The Professional and Specialised Services provides support to these activities.

INDUSTRIAL HEALTH AND SAFETY PROGRAM
7th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7770
Toll Free 1-800-268-8013
Fax (416)326-7761
8:30 - 5:00

Within the jurisdiction of the **Occupational Health** and **Safety** Act, the **Industrial** Health and Safety Program sets, communicates and enforces **standards** that are designed to reduce **injuries** and illness among **workers** in **manufacturing**, service and retail industries including **hospitals** and schools. The Programs expects **employers** and **employees** to assume primary responsibility for occupational health and safety in the **workplace**. Industrial Health and Safety officers, operating out of Regional and District Offices throughout the province inspect these establishments for compliance with Occupational Health and Safety Legislation. Professional and Specialised Services provides support to these activities.

INFORMATION AND ADMINISTRATIVE SERVICES
7th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7744
Fax (416)326-7745

Information and Administrative Services supports the computer information system and produces, publishes and distributes Acts, Regulations and other material for Occupational Health and Safety and Employment Practices.

MINING HEALTH AND SAFETY PROGRAM
Willet Green Miller Centre
Building B, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5695
Fax (705)670-5698
8:30 - 5:00

Within the jurisdiction of the **Occupational Health** and **Safety** Act, the **Mining** Health and Safety Program sets, communicates and enforces **standards** that are designed to reduce **injuries** and illness among **workers** in the mining industry. This applies to employees and **employers** in open pits, **quarries**, **metallurgical operations**, sand, clay, shale and gravel pits, **aggregate** plants, peat workings and diamond drilling operations. The program expects employers and employees to assume primary responsibility for occupational health and safety in the **workplace**. Mining Health and Safety Officers operate out of some Regional and District Offices in Ontario. They inspect workplaces in the mining industry for compliance with the legislation. They investigate refusals to work, **complaints**, **fatalities** and serious **accidents**. Professional and Specialized Services provides technical expertise to the inspectors.

MATERIALS TESTING LABORATORY
Willet Green Miller Centre
Building C, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5695
Fax (705)670-5710
8:30 - 4:30

By statute, all **wire ropes** used in mine-**hoisting** installations must be tested by the Materials Testing Laboratory before use and at intervals during service.

MINE RESCUE PROGRAM
933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5707
Fax (705)670-5708
8:30 - 5:00

The Mine **Rescue** Program trains specialists at each underground mine in mine rescue procedures to be followed in the event of a mine fire, disaster or emergency. The Mine Rescue **training** officers maintain a number of stations, as well as non-staffed substations equipped with breathing apparatus, **fire** fighting equipment, and other emergency equipment and supplies to facilitate an immediate response to any mine emergency.

PROFESSIONAL AND SPECIALIZED SERVICES
8th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7770
Fax (416)326-7761
8:30 - 5:00

The Professional and Specialized Services Program identifies and reduces the risk of worker injury in Ontario **workplace** through the contribution of professional knowledge on

the anticipation, recognition, evaluation and control of occupational hazards. The service is composed of a multidisciplinary team of professionals who set, communicate and enforce **standards**; provide **health** and **safety assessments** of **chemicals**, notifiability of new chemical and biological agents, statistical analysis of occupational health data, and coordination of training programs. Professional and Specialized Services engineers provide **engineering** expertise to the Construction, Industrial and Mining Health and Safety Programs. **Diving** specialists administer the Diving Regulation. Occupational health professionals including physicians, hygienists, ergonomists, scientists and **radiation** physicists provide consultations to help prevent occupational **diseases**.

RADIATION PROTECTION SERVICE
81A Resources Rd
Weston M9P 3T1
(416)235-5922 (Emergency Planning)
Fax (416)235-5926
8:30 - 4:30

The service, which is the primary provincial source of expertise on all matters concerning exposure to **radiation**, evaluates and controls occupational exposure and provides assistance to other ministries and agencies on exposure of the public to radiation in the **environment**. The service also provides radioanalytical and field support for the Provincial Nuclear Emergency Plan.

REGULATION DEVELOPMENT UNIT
7th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7770
Fax (416)326-7889
8:30 - 5:00

The Regulation Development Unit directs, coordinates, and carries out the development of **occupational health and safety** regulations and associated codes of practice and guidelines, by working jointly and co-operatively with industry, **labour** and other Ministry of Labour departments. The Unit is also involved in the compilation of the Operation Division's Policy and Procedures Manual and in other operational policy issues.

REGIONAL OFFICES

CENTRAL REGIONAL OFFICE
West Bldg
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5330
(416)326-7160 (GTA)
Toll Free 1-800-268-8013 (Occupational Health and Safety Inquiries)
Toll Free 1-800-531-5551 (Employment Standards Inquires)
Fax (416)235-5355
8:30 - 5:00

DISTRICT OFFICES

BARRIE
2nd Flr, 114 Worsley St
Barrie L4M 1M1
General Inquiry (705)722-6145
Fax (705)726-3101
8:30 - 5:00

DURHAM
2275 Midland Ave, Unit #1
Scarborough M1P 3E7
General Inquiry (416)314-5300
(905)666-4688 (Employment Standards Program Assistant, Whitby)
(416)326-7160 (Employment Standards inquiry. Dial zero after the number if you wish to speak to an adviser)
(416)314-5420 (Industrial Health & Safety Program Assistant)
(905)666-4688 (Construction Health & Safety Program Assistant, Whitby)
(416)314-5421 (Industrial Health & Safety Duty Desk)
Toll Free 1-800-531-5551 (Dial zero after the number if you wish to speak to a telephone adviser)
Fax (416)314-5422
8:30 - 5:00

WHITBY SATELLITE OFFICE
Suite 204, 209 Dundas St E
Whitby L1N 7H8
General Inquiry (905)666-4688
Fax (905)314-5244
8:30 - 5:00

NEWMARKET
Unit 102, 1110 Stellar Dr
Newmarket L3Y 7B7
General Inquiry (905)715-7020
Fax (905)715-7140
8:30 - 5:00

NORTH YORK
West Bldg
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5330
Fax (416)235-5080
8:30 - 5:00

PEEL NORTH
3rd Flr, 1290 Central Pkwy W
Mississauga L5C 4R3
General Inquiry (905)273-7800
Fax (905)615-7098
8:30 - 5:00

PEEL SOUTH
3rd Flr, 1290 Central Pkwy W
Mississauga L5C 4R3
General Inquiry (905)273-7800
Fax (905)615-7098
8:30 - 5:00

REXDALE
West Bldg
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5330
Fax (416)235-5090
8:30 - 5:00

SCARBOROUGH
2275 Midland Ave, Unit #1
Scarborough M1P 3E7
General Inquiry (416)314-5300
Fax (416)314-5410
8:30 - 5:00

TORONTO DOWNTOWN
Suite 400, 123 Edward St
Toronto M5G 1E2
General Inquiry (416)314-6060
Fax (416)314-6106
8:30 - 5:00

EASTERN REGIONAL OFFICE
Suite 200, 1111 Prince of Wales Dr
Ottawa K2C 3T2
General Inquiry (613)228-8050
(613)228-1299 (Employment Standards)
Toll Free 1-800-268-8013 (Occupational Health and Safety Inquiries)
Toll Free 1-800-531-5551 (Employment Standards Inquiries)
Toll Free 1-800-267-1916 (Within Area Code 613)
Fax (613)727-2900
8:30 - 5:00

DISTRICT OFFICES

KINGSTON
Beechgrove Complex
51 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)545-0989
Fax (613)545-9831
8:30 - 5:00

OTTAWA EAST
Assaly Bldg
Suite 200, 1111 Prince of Wale Dr
Ottawa K2C 3T2
General Inquiry (613)228-8050
Fax (613)727-2900
8:30 - 5:00

OTTAWA WEST
Assaly Bldg
Suite 200, 1111 Prince of Wale Dr
Ottawa K2C 3T2
General Inquiry (613)228-8050
Fax (613)727-2900
8:30 - 5:00

PETERBOROUGH
Parklane Plaza
815 High St
Peterborough K9J 8J9
General Inquiry (705)876-1800
Fax (705)742-8364
8:30 - 5:00

NORTHERN REGIONAL OFFICE
Suite 301, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)670-7400
Toll Free 1-800-461-6325 (Within Area Code 705)
Toll Free 1-800-268-8013 (Occupational Health and Safety Inquiries)
Toll Free 1-800-531-5551 (Employment Standards Inquiries)
Fax (705)670-7435
8:30 - 5:00

DISTRICT OFFICES

SAULT STE MARIE
Roberta Bondar
Suite 480, 70 Foster Drive
Sault Ste Marie P6A 6V4
General Inquiry (705)945-6600
Fax (705)949-9796
8:30 - 5:00

SATELLITE OFFICE - ELLIOT LAKE
2nd Flr, 50 Hillside Dr N
Elliot Lake P5A 1X4
Fax (705)848-8055
8:15-4:30

SUDBURY EAST
Suite 301, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7400
Fax (705)564-7435
8:30 - 5:00

NORTH BAY
2nd Flr, 447 McKeown Ave
North Bay P1B 9S9
Toll Free 1-800-461-6325 (Sudbury)
Fax (705)497-6850
8:15 - 4:30

SUDBURY WEST
Suite 301, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7400
Fax (705)564-7435
8:30 - 5:00

THUNDER BAY
Suite 115, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1691
Fax (807)475-1646
8:30 - 5:00

SATELLITE OFFICE - DRYDEN
479 Government Rd
Dryden P8N 3B3
General Inquiry (807)223-4898
Toll Free 1-800-465-5016 (Thunder Bay)
Fax (807)223-4344
8:15 - 4:30

TIMMINS
Ontario Government Complex
Hwy 101 East, D Wing
PO Bag 3050
South Porcupine P0N 1C0
General Inquiry (705)235-1900
Fax (705)235-1925
8:30 - 5:00

SATELLITE OFFICE - KAPUSKASING
c/o Min of Natural Resources
Hwy 17 W
RR 2
Kapuskasing P5N 2Y3
General Inquiry (705)235-1900
Toll Free 1-800-461-9847 (Timmins)
Fax (705)335-8330

SATELLITE OFFICE - KIRKLAND LAKE
Unit 303, 6 Tweedsmuir Ave
Kirkland Lake P2N 1H9
(705)567-5292 (Mining Health & Safety, Industrial Health & Safety)
Toll Free 1-800-461-9847 (Within Area Code 705)
Fax (705)567-5737

WESTERN REGIONAL OFFICE
Main Flr, 1 Jarvis St
Hamilton L8R 3J2
General Inquiry (905)577-6221
Toll Free 1-800-531-5551 (Employment Standards Inquiries)
Toll Free 1-800-268-8013 (Occupational Health and Safety Inquiries)
Fax (905)577-1200
8:30 - 5:00

DISTRICT OFFICES

BRANT
Main Flr, 1 Jarvis St
Hamilton L8R 3J2
General Inquiry (905)577-6221
Fax (905)577-1324
8:30 - 5:00

HALTON
Main Flr, 1 Jarvis St
Hamilton L8R 3J2
General Inquiry (905)577-6221
Fax (905)577-1324
8:30 - 5:00

HAMILTON
Main Flr, 1 Jarvis St
Hamilton L8R 3J2
General Inquiry (905)577-6221
Fax (905)577-1200
8:30 - 5:00

KITCHENER/WATERLOO
Unit G213, 155 Frobisher Dr
Waterloo N2V 2E1
General Inquiry (519)885-3378
Fax (519)883-5694
8:30 - 5:00

LONDON NORTH
5th Flr, 217 York St
London N6A 5P9
General Inquiry (519)439-2210
Fax (519)672-0268
8:30 - 5:00

SATELLITE OFFICE - SARNIA
Ontario Government Bldg
Suite B102, 700 North Christina St
Sarnia N7V 3C2
General Inquiry (519)336-1200
Fax (519)336-8477
8:30 - 5:00

LONDON SOUTH
5th Flr, 217 York St
London N6A 5P9
General Inquiry (519)439-2210
Fax (519)672-0268
8:30 - 5:00

NIAGARA
8th Flr, 301 St Paul St
St Catharines L2R 7R6
General Inquiry (905)704-3994
Fax (905)704-3011
8:30 - 5:00

WINDSOR
Suite 635, 250 Windsor Ave
Windsor N9A 6V9
General Inquiry (519)256-8277
Fax (519)258-1321
8:30 - 5:00

POLICY AND COMMUNICATIONS DIVISION

14th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7558
Fax (416)326-7599
9:00 - 5:00

The Policy and Communications Division, headed by an Assistant Deputy Minister (ADM), provides the Minister and senior officials with information, analysis and advice to assist in the development, adoption and implementation of policies, programs and legislation related to the workplace. The division includes policy (including Cabinet liaison) and information (correspondence) coordination.

COMMUNICATIONS AND MARKETING BRANCH

12th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7400
Fax (416)326-0904 (Director)
Fax (416)326-7406
9:00 - 5:00

The Communications and Marketing Branch informs the public, client groups and the media about the ministry's activities. The branch also provides communications support to the Minister, the Deputy Minister, program areas and regional offices. Activities include internal and external communications, French Language Services, communications planning, media liaison and the production and distribution of information materials. Please refer to each program listing for the inquiry telephone number of your local Ministry of Labour office.

FRENCH LANGUAGE SERVICES

12th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7596
Fax (416)326-7592
9:00 - 5:00

French Language Services monitors compliance with the French Language Services Act and provides consultation on the planning and effective delivery of services in French across the ministry and its agencies (with the exception of the Workplace Safety and Insurance Appeals Tribunal and Workplace Safety and Insurance Board, which handle these responsibilities themselves). The office also serves as a link between the francophone community and the ministry. Ministry translation services are provided through this office.

EMPLOYMENT AND LABOUR POLICY BRANCH

12th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7645
Fax (416)314-5855
8:30 - 5:00

The Employment and Labour Policy Branch conducts research, develops policy analysis and provides advice in relation to employment rights and responsibilities (e.g. Employment Standards Act, Pay Equity Act) and in the area of labour-management policy (in particular, matters pertaining to the Labour Relations Act).

LABOUR-MANAGEMENT SERVICES
5th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7575
Fax (416)314-8755
9:00 - 5:00

The role of Labour-Management Services is to further harmonious relations between **employers** and **employees**. The program is provided through the Office of the Director of LMS, the Office of Mediation, the Office of Arbitration, and the Office of **Collective Bargaining** Information. The Office of Mediation assists **Unions** and Employers in the settlement of Collective Agreements through conciliation and mediation. The Office of Collective Bargaining Information offers research and **information services** to unions, management and government in the area of labour relations and collective bargaining, including the preparation of regular reports on negotiated changes in wages and benefit provisions. The Office of Arbitration assists the Minister to carry out the statutory responsibility of constituting boards of arbitration and appointing single arbitrators under the Labour Relations Act 1995, the Hospital Labour Disputes Arbitration Act and the Fire Protection and Prevention Act, 1997.

OFFICE OF ARBITRATION
7th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-1300
Fax (416)326-1329
8:00 - 5:00

The Office of **Arbitration** assists the Minister in carrying out statutory responsibilities for constituting boards of arbitration and appointing single arbitrators under the **Labour** Relations Act, 1995, the Hospital Labour Disputes Arbitration Act and the Fire Protection & Prevention Act, 1997. The office is responsible for the receipt and processing of requests from **employers** and **trade unions** for the appointment of arbitrators and nominees to boards of arbitration. Activities include identifying individuals qualified to act under ministerial appointment, monitoring the progress of arbitration proceedings and cataloguing arbitration awards for public availability. In association with the Labour-Management Advisory Committee, which advises the Minister on matters pertaining to arbitration, the office maintains a roster of qualified **grievance** arbitrators.

OFFICE OF COLLECTIVE BARGAINING INFORMATION
7th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-1260
Fax (416)326-1277
8:30 - 5:00

The Office of **Collective Bargaining** Information provides research and analytical support to a variety of clients including government, **labour** and management. The office compiles and analyzes labour relations trends, collective bargaining outcomes, **wages** and benefits, and prepares a number of related reports. In addition to a labour relations/collective bargaining information data base, an up-to-date collective agreements **library** is maintained and made available to clients Monday - Friday, 9:00 a.m. - 4:00 p.m.

OFFICE OF MEDIATION
5th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7358
Fax (416)326-7367
8:00 - 5:00

The Office of **Mediation**'s goals are to foster harmonious **labour** relations and to minimize disruption in the economy arising from **strikes** and **lockouts**. The office provides conciliation and mediation services in order to assist the parties in effecting collective agreements. Parties in a labour dispute must use the government's conciliation services before resorting to strikes or lockouts.

PREVENTION AND COMPENSATION POLICY BRANCH
12th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)325-4892
Fax (416)326-7650
8:30 - 5:00

The Prevention and Compensation Policy Branch leads development of corporate policy in occupational health and safety and **workplace** insurance. The branch also provides advice and conducts and coordinates research in these fields. It promotes linkages between injury and illness prevention and workplace insurance by working with partners in the ministry, Workplace Safety and Insurance Board, and designated health and safety entities.

AGENCIES, BOARDS AND COMMISSIONS

COLLEGE RELATIONS COMMISSION
Suite 615, 525 University Ave
Toronto M5G 2L3
General Inquiry (416)922-7679
Fax (416)325-4134
8:00 - 4:30

The College Relations Commission was established in 1975 to oversee **collective bargaining** between the Ontario Council of Regents for **Colleges** of Applied Arts and Technology (CAATs) and the Ontario Public Service Employees Union, representing both academic and support staff. The commission monitors and assists in negotiations, supervises staff votes and advises the Lieutenant Governor-in-Council when a strike or lockout is jeopardizing student education.

EDUCATION RELATIONS COMMISSION
Suite 615, 525 University Ave
Toronto M5G 2L3
General Inquiry (416)922-7679
Fax (416)325-4134
8:00 - 4:30

The Education Relations Commission (ERC) was established in 1975 to support **collective bargaining** in the education sector. Activities include providing statistical information and analysis in relation to collective bargaining, and advising the Lieutenant Governor-in-Council when a strike or lockout will jeopardize students' education.

GRIEVANCE SETTLEMENT BOARD
Suite 600, 180 Dundas St W
Toronto M5G 1Z8
General Inquiry (416)326-1388
Fax (416)326-1396

The Public Service Appeals Board is the administrative structure that supports two adjudicative agencies: the Crown Employees **Grievance** Settlement Board and the Public Service Grievance Board.

OFFICE OF THE EMPLOYER ADVISER
Suite 501, 101 Bloor St W
Toronto M5S 1P7
General Inquiry (416)327-0020
Toll Free 1-800-387-0774
Fax (416)327-0726

The Office of the Employer Adviser (OEA) has been serving the needs of **employers** regarding Workers' Safety and **Insurance** since 1985. The **OEA** provides employers with advice education, and information on **Workplace** Safety Insurance. For smaller employers, we offer on-site-consulting, and representation before the Board and Tribunal. The OEA is an independent agency of the Ontario Ministry of Labour, funded by employer WSIB premiums.

FIELD OFFICES

HAMILTON
Main Flr, 1 Jarvis St
Hamilton L8R 3J2
Toll Free 1-800-387-0774
Fax (905)577-1324

LONDON
5th Flr, 217 York St
London N6A 5P9
Toll Free 1-800-387-0774
Fax (519)672-0268

OTTAWA
2nd Flr, 1111 Prince of Wales Dr
Ottawa K2C 3T2
Toll Free 1-800-387-0774
Fax (613)727-2901

PETERBOROUGH
Parklane Plaza
815 High St
Peterborough K9J 8J9
Toll Free 1-800-387-0774
Fax (705)742-8364

SAULT STE MARIE
Suite 480, 70 Foster Dr
Sault Ste Marie P6A 6V8
Toll Free 1-800-387-0774
Fax (705)949-9796

SUDBURY
Suite 302, 159 Cedar St
Sudbury P3E 6A5
Toll Free 1-800-387-0774
Fax (705)564-7076

THUNDER BAY
Suite 222, 435 James St S
Thunder Bay P7E 6S7
Toll Free 1-800-387-0774
Fax (807)475-1646

TORONTO
Suite 501, 101 Bloor St W
Toronto M5S 1P7
General Inquiry (416)327-0020
Toll Free 1-800-387-0774
Fax (416)327-0726

WATERLOO
Unit G, 155 Frobisher Dr
Waterloo N2V 2E1
Toll Free 1-800-387-0774
Fax (519)883-5694

WINDSOR
Suite 635, 250 Windsor Ave
Windsor N9A 6V9
General Inquiry 1-800-387-0774
Fax (519)258-1321

OFFICE OF THE WORKER ADVISER
Suite 1300, 123 Edward St
Toronto M5G 1E2
Toll Free 1-800-435-8980 (Canada Wide)
Toll Free French 1-800-661-6365 (Canada Wide)
Fax (416)327-2237

The Office of the Worker Adviser (OWA) advises, educates and represents injured workers with Workplace Safety & **Insurance** Board **claims** through all stages of the **Workplace Safety and Insurance** System, including appeals before the Workplace Safety & Insurance Board and Workplace Safety and Insurance Appeals Tribunal. A resource and information service focusing on Workplace Safety and Insurance issues is also available to the public. **OWA** service is provided outside Toronto through Regional Offices.

REGIONAL OFFICES

DOWNSVIEW
West Bldg
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5550
Toll Free 1-800-387-7495 (Canada Wide)
Fax (416)235-5594
8:30 - 5:00

ELLIOT LAKE
50 Hillside Dr N
Elliot Lake P5A 1X4
General Inquiry (705)848-6413
Fax (705)848-2408
8:30 - 5:00

HAMILTON
1 Jarvis St
Hamilton L8R 3J2
General Inquiry (905)577-1301
Toll Free 1-800-263-9209 (Within Area Codes 905, 519 & 416)
Fax (905)546-8250
8:30 - 5:00

LONDON
Suite 810, 495 Richmond St
London N6A 5A9
General Inquiry (519)679-7203
Toll Free 1-800-265-7924 (Within Area Code 519)
Fax (519)679-7017
8:30 - 5:00

MISSISSAUGA
Suite 512, 10 Kingsbridge Garden Cir
Mississauga L5R 3K6
General Inquiry (905)568-2359
Toll Free 1-800-267-3949 (Within Area Codes 905)
Fax (905)568-1086
8:30 - 5:00

OTTAWA
Tower A
Suite 705, 11 Holland Ave
Ottawa K1Y 4S1
General Inquiry (613)728-2006
Toll Free 1-800-267-6599 (Within Area Codes 613, 819 & 514)
Fax (613)728-8052
8:30 - 5:00

SAULT STE MARIE
Suite 480, 70 Foster Dr
Sault Ste Marie P6A 6V4
General Inquiry (705)945-5861
Toll Free 1-800-461-6023 (Province Wide)
Fax (705)759-6788
8:30 - 5:00

SCARBOROUGH
Suite 502, 4002 Sheppard Ave E
Scarborough M1S 4R5
General Inquiry (416)325-9846
Toll Free 1-800-268-4343 (Province Wide)
Fax (416)325-9855
8:30 - 5:00

ST CATHARINES
Fl 8, 301 St Paul Ave
St Catharines L2R 3M8
General Inquiry (905)704-3945
Toll Free 1-800-414-4512 (Within Area Code 905)
Fax (905)704-3019
8:30 - 5:00

SUDBURY
Ste 304, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-1621
Toll Free 1-800-461-6372 (Within Area Code 705)
Fax (705)564-4126
8:30 - 5:00

THUNDER BAY
Suite 335, 435 South James St
Thunder Bay P7E 6E3
General Inquiry (807)475-1280
Toll Free 1-800-465-3966 (Canada Wide)
Fax (807)475-1283
8:30 - 5:00

TIMMINS
3rd Flr, 60 Wilson Ave
Timmins P4N 2S7
General Inquiry (705)268-3454
Toll Free 1-800-461-9854 (Within Area Code 705)
Fax (705)268-8737
8:30 - 5:00

TORONTO
Suite 1300, 123 Edward St
Toronto M5G 1E2
General Inquiry (416)325-8570
Toll Free 1-800-660-6769 (Canada Wide)
Fax (416)325-4830

WATERLOO
Unit G (213), 155 Frobisher Dr
Waterloo N2V 2E1
General Inquiry (519)888-9063
Toll Free 1-800-265-2466 (Within Area Code 519)
Fax (519)883-5659
8:30 - 5:00

WINDSOR
Suite 801, 880 Ouellette Ave
Windsor N9A 1C7
General Inquiry (519)254-7558
Toll Free 1-800-265-5649 (Within Area Code 519)
Fax (519)973-1428
8:30 - 5:00

ONTARIO LABOUR RELATIONS BOARD
4th Flr, 400 University Ave
Toronto M7A 1V4
General Inquiry (416)326-7500
Fax (416)326-7531

The Ontario **Labour** Relations Board is a neutral, quasi-judicial tribunal that **adjudicates** matters under the Labour Relations Act. The Act gives the Board power to deal with specific labour relations matters, including: **certification** of a **trade** union, termination of a trade union's bargaining rights, **complaints** of unfair labour practices, and illegal **strikes** and **lockouts**. The Board also deals with certain applications under the **Occupational Health** and Safety Act and other statutes. The Board's adjudicators also hear **appeals** from orders of ministry Health and Safety Inspectors and **Employment** Standards Officers.

PAY EQUITY COMMISSION
5th Flr, 150 Eglinton Ave E
Toronto M4P 1E8
General Inquiry (416)481-4464
Toll Free 1-800-387-8813
Fax (416)314-8741
8:30 - 5:00

The **Pay Equity** Commission was established to assist all parties in achieving and maintaining pay equity in the **workplace**. Implementation of Pay Equity is a self-managed process undertaken by **employers** and **employees** or bargaining agents, with minimal involvement, if any, of the commission. The Pay Equity Commission is organized into two separate, independent parts: the Pay Equity Office and the Pay Equity Hearings Tribunal. The Pay Equity Office has a mandate to provide information and **public education**, policy and research, and complaint resolution. The Pay Equity Hearings Tribunal, an independent quasi-judicial adjudicative body, hears and determines all matters and disputes that arise under the Pay Equity Act. Hearings may be held at the request of an employer, union, individual employee, or if the matter is referred to the Tribunal by the Pay Equity Office. See also entries under Pay Equity Hearings Tribunal.

Services offered to the Public:
Pay Equity Publications

PAY EQUITY HEARINGS TRIBUNAL
Suite 550, 150 Eglinton Ave E
Toronto M4P 1E8
General Inquiry (416)314-0004
TTY (416)314-2379
Toll Free 1-800-668-3946
TTY Toll Free 1-800-424-1168
Fax (416)314-8743

The **Pay Equity Hearings** Tribunal was established on January 1, 1988. The Hearings Tribunal is a tripartite, quasi judicial tribunal that hears and finally determines all matters or disputes which arise under the Pay Equity Act. Hearings may be held at the request of an employer, union, an individual employee or, if the matter is referred to the Tribunal by a Review Officer of the Pay Equity Office.

WORKPLACE SAFETY AND INSURANCE APPEALS TRIBUNAL
7th Flr, 505 University Ave
Toronto M5G 1X4
General Inquiry (416)598-4638
Fax (416)326-3558 (Publications and Library)
Fax (416)326-5164 (Main Fax)

The **Workplace Safety and Insurance Appeals** Tribunal (WSIAT) is the final level of appeal to which **workers** and **employers** may bring Workplace Safety & Insurance Board matters regarding entitlement to benefits, health care, **vocational rehabilitation** and re-employment obligations. It also decides appeals from WSIB decisions on **assessments**, penalties and transfers of costs, as well as disputes over employer access to workers' files and workers' objections to undergoing **medical** examinations requested by employers. In addition, the Tribunal decides if a person has the right to sue in court instead of making a **compensation** claim. WSIAT is an independent tribunal, separate and apart from the WSIB. Decisions are made by vice-chairs or tripartite panels who are Order in Council appointees.

WORKPLACE SAFETY AND INSURANCE BOARD (FORMERLY WORKERS' COMPENSATION BOARD)
Ground Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1000
(416)344-4078 (Information Centre)
TTY 1-800-387-0050
Toll Free 1-800-387-0750
Fax (416)344-4684 (For All Claims Mail)
Toll Free Fax 1-888-313-7373 (for All Claims Mail)
8:30 - 4:30

Ontario's **Workplace Safety and Insurance** Board (WSIB) plays a key role in the province's **occupational health** and safety system. In addition to its prevention mandate, the WSIB facilitates return to work and provides insurance for **injuries** and illnesses incurred by workplaces covered under the Workplace Safety and Insurance Act. Entirely funded by Ontario employers, the WSIB is the fourth largest workplace disability insurer in North America.

OPERATIONS DIVISION

Operations staff provide frontline services for Ontario **employers** registered with the Workplace Safety and **Insurance** Board and workers who claim benefits resulting from a workplace accident. Work undertaken on behalf of employers includes firm **registration**, classification and premium **assessment**, billing and receivables. As well, Operations staff manage all aspects of workers' **compensation** claim administration. This division provides compensation benefits, **medical** and **vocational rehabilitation** assistance to injured workers and surviving spouses and dependents, in cases of fatal **claims**. Services are available in Toronto, and in district offices in Hamilton, London, Ottawa, Sudbury, Thunder Bay and Windsor. Area offices include Kingston, Kitchener, North Bay, Sault Ste Marie, St. Catharines and Timmins. French and other language services are available.

INDUSTRY SECTORS
19th Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1000
Toll Free 1-800-387-0750
8:30 - 4:30

AGRICULTURE
3rd Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1007
Toll Free 1-800-387-0068
8:30 - 4:30

AUTOMOTIVE
8th Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1001
Toll Free 1-800-263-8877
8:30 - 4:30

CONSTRUCTION
2nd Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1004
Toll Free 1-800-387-0080
8:30 - 4:30

FOOD
8th Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1001
Toll Free 1-800-263-8877
8:30 - 4:30

FOREST PRODUCTS AND PULP & PAPER
410 Memorial Ave
Thunder Bay P7C 5S2
General Inquiry (807)343-1710
Toll Free 1-800-465-3934
8:30 am to 4:30 pm

HEALTH CARE
6th Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1002
Toll Free 1-800-387-0066

MANUFACTURING
4th Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-4006
Toll Free 1-800-387-0025
8:30 - 4:30

MINING
30 Cedar St
Sudbury P3E 1A4
General Inquiry (705)675-9301
Toll Free 1-800-461-3350
8:30 - 4:30

MUNICIPAL, EDUCATION, ELECTRICAL UTILITIES
2nd Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1004
Toll Free 1-800-387-0080
8:30 - 4:30

PROCESS, CHEMICALS/PLASTICS
2nd Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1004
Toll Free 1-800-387-0080
8:30 - 4:30

SCHEDULE II
2nd Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1004
Toll Free 1-800-387-0080
8:30 - 4:30

SERVICES
3rd Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1007
Toll Free 1-800-387-0068
8:30 - 4:30

STEEL
120 King St W
Hamilton L8N 4C5
General Inquiry (905)523-1800
Toll Free 1-800-263-8488
8:30 - 4:30

SMALL BUSINESS SERVICES
19th Flr, 200 Front St W
Toronto M5V 3J1

HAMILTON SMALL BUSINESS
Plaza Level, 120 King St W
Hamilton L8P 4V2
General Inquiry (905)523-1800
TTY 1-800-387-0050
Toll Free 1-800-263-8488
8:30 - 4:30

ST CATHARINES AREA OFFICE
Rm 201, 161 Carlton St
St Catharines L2R 1R5
General Inquiry (905)687-8622
Toll Free 1-800-263-2484
8:30 - 4:30

LONDON SMALL BUSINESS
148 Fullarton St
London N6A 5P3
General Inquiry (519)663-2331
TTY 1-800-387-0050
Toll Free 1-800-265-4752
8:30 - 4:30

OTTAWA SMALL BUSINESS
Suite 200, 360 Albert St
Ottawa K1R 7X7
General Inquiry (613)238-7851
TTY 1-800-387-0050
Toll Free 1-800-267-9601
8:30 - 4:30

KINGSTON AREA OFFICE
Suite 304, 234 Concession St
Kingston K7L 6W6
General Inquiry (613)544-9682
Toll Free 1-800-267-9461
8:30 - 4:30

TRANSPORTATION
6th Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1002
Toll Free 1-800-387-0066
8:30 - 4:30

SUDBURY SMALL BUSINESS
30 Cedar St
Sudbury P3E 1A4
General Inquiry (705)675-9301
TTY 1-800-387-0050
Toll Free 1-800-461-3350
8:30 - 4:30

NORTH BAY AREA OFFICE
128 McIntyre St W
North Bay P1B 1Y6
General Inquiry (705)472-5200
Toll Free 1-800-461-9521
8:30-4:30

TIMMINS AREA OFFICE
Pine Plaza
Suite 300, 119 Pine St S
Timmins P4N 2K3
General Inquiry (705)267-6427
Toll Free 1-800-461-9856
8:30 - 4:30

THUNDER BAY SMALL BUSINESS
410 Memorial Ave
PO Box 7000
Thunder Bay P7C 5S2
General Inquiry (807)343-1710
TTY 1-800-387-0050
Toll Free 1-800-465-3934
8:30 - 4:30

SAULT STE MARIE AREA OFFICE
153 Great Northern Rd
Sault Ste Marie P6B 4Y9
General Inquiry (705)942-3002
Toll Free 1-800-461-6005
8:30 - 4:30

TORONTO SMALL BUSINESS
3rd Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1007
TTY 1-800-387-0050
Toll Free 1-800-387-0068

KITCHENER AREA OFFICE
Suite 502, 55 King St W
Kitchener N2G 4W1
General Inquiry (519)576-4130
Toll Free 1-800-265-2570

WINDSOR SMALL BUSINESS
235 Eugenie St W
Windsor N8X 2X7
General Inquiry (519)966-0660
TTY 1-800-387-0050
Toll Free 1-800-265-7380
8:30 - 4:30

ACTS

Crown Employees Collective Bargaining Act,1993
Employment Agencies Act
Employment Standards Act
Government Contracts Hours and Wages Act
Hospital Labour Disputes Arbitration Act
Industrial Standards Act
Labour Relations Act,1995
Ministry of Labour Act
Occupational Health and Safety Act
One Day's Rest in Seven Act
Pay Equity Act
Public Sector Dispute Resolution Act, 1997
Public Sector Labour Relations Transition Act, 1997
Rights of Labour Act
Smoking in the Workplace Act
Trades Qualification and Apprenticeship Act (in conjuction with the Ministry of Education and Training)
Workplace Safety and Insurance Act, 1997

MINISTER OF LONG-TERM CARE WITH RESPONSIBILITY FOR SENIORS

Mowat Block
3rd Flr, 900 Bay St
Toronto M7A 1R3
General Inquiry (416)327-0510
Fax (416)326-9338
8:30 - 5:00

The Minister of Long-Term Care with Responsibility for Seniors has two responsibilities: Long-Term Care and Seniors' Secretariat.

LONG-TERM CARE
Mowat Block
3rd Flr, 900 Bay St
Toronto M7A 1R3
General Inquiry (416)327-0510
Toll Free 1-888-910-1999
TTY Toll Free 1-800-387-5559
8:30 - 5:00

The Minister is responsible for Ontario's $2.5 billion **long-term care** system, which includes 498 long-term care facilities (**nursing** homes and homes for the aged), and approximately 1,200 agencies offering **community**-based long-term care services such as visiting nurses and meals on wheels. The Minister is supported by the Ministry of **Health** in discharging his long-term care responsibilities. Ministry of Health staff reports to the Minister for Long-Term Care with responsibility for Seniors on all long-term care matters, including implementation of the government's eight-year $1.2 billion long-term care expansion.

SENIORS' SECRETARIAT
Mowat Block
3rd Flr, 900 Bay St
Toronto M7A 1R3
General Inquiry (416)327-0510
TTY 1-800-387-5559
Toll Free 1-888-910-1999
Fax (416)326-9338
8:30 - 5:00

The Minister is responsible for advocating on behalf of seniors across all provincial government activities. He meets regularly with key seniors groups to ensure their voices are heard when decisions affecting seniors are made. The minister is also responsible for Ontario's major contribution to the International Year of Older Persons (IYOP). In this regard, the Minister of Long-Term Care with Responsibility for Seniors is supported by a Seniors' Secretariat that monitors and analyzes policy initiatives across ministries to support the Minister in his advocacy role within government. The Secretariat also manages specific projects aimed at enhancing the quality of life of Ontario's seniors, and will coordinate a wide range of IYOP initiatives, celebrating Ontario as "a Province for all ages".

MANAGEMENT BOARD OF CABINET

Ferguson Block
12th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)326-1234
http://www.gov.on.ca/mbs
9:00 - 5:00

The Management Board of Cabinet (MBC) is the Committee of Cabinet responsible for the management of the public service and the operations of government. MBC provides central leadership on the management of the government's financial, human and physical resources, which support fiscal and policy priorities. In December 1971, the Management Board of Cabinet Act established the board and its secretariat and gave the board its authority. Officially representing the Government of Ontario as the employer of its public servants, the board consists of a Chair, a Vice-Chair and four to six other members of the Executive Council designated by the Lieutenant-Governor-in-Council. The Management Board Secretariat provides staff support to the board in matters related to the Management Board of Cabinet Act and Public Service Act, respectively.

MANAGEMENT BOARD SECRETARIAT

Ferguson Block
12th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)326-1234
Fax (416)325-3407
9:00 - 5:00

Management Board Secretariat (MBS) provides policy advice and support to Management Board of Cabinet, manages government resources and develops the policies and standards for the internal operations of government. This includes: OPS-wide restructuring projects; business and resource planning and monitoring; human resources policy and planning, and information/information technology policy and planning. MBS provides administrative and business support services to the OPS and the public either directly or through contracts with private sector providers. Through the Crown agency, the Ontario Realty Corporation, MBS manages provincial real estate assets and accommodation services to support ministries and agencies. Through the Gaming Secretariat MBS will provide leadership, direction and policy development for the management of provincial gaming operations through the Ontario Lottery Corporation and the Ontario Casino Corporation.

CIVIL SERVICE COMMISSION

Ferguson Block
12th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)325-1630
Fax (416)325-6317
8:30 - 5:00

The Civil Service Commission functions under the Public Service Act and is responsible for monitoring the government's performance as an employer, especially with regard to preserving the merit principle and promoting corporate values. The responsibilities of the Commission are to set regulations relating to a wide range of human resource management

issues affecting salaries, classifications, recruitment, benefits and hours of work, subject to the approval of the Lieutenant-Government in Council. Also, the Commission is responsible for considering a wide variety of staffing/recruitment actions and approve non-delegated appointments.

AGENCY REFORM SECRETARIAT
Ferguson Block
7th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2043
Fax (416)327-2754

The Agency Reform Secretariat provides corporate leadership in improving service delivery to the public by provincial regulatory/adjudicative boards and tribunals. Priority reforms are being implemented across the sector as: hearings process reform; performance measures and accountability; access and care management; shared service delivery; and appointments.

SHARED SERVICES BUREAU
9th Flr, 77 Grenville St
Toronto M5S 1B3
General Inquiry (416)325-2200 (Reception)
Fax (416)314-3960
8:30 - 4:30

The Shared Services Bureau (SSB) will provide business support services to ministries and agencies across the OPS, replacing many individual internal administration services currently provided within each ministry. Services will include financial processing, purchasing, payroll management and processing, benefits administration, generic training, and health and safety. A Project Team is currently working on the transition to the Shared Services Bureau, which is expected to be operational in early 1999.

COMMUNICATIONS SERVICES BRANCH
Ferguson Block
12th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2792
Fax (416)327-2817
8:30 - 5:00

The Communications Services Branch provides communications support to the Minister, Deputy Minister, and program areas of Management Board Secretariat. Services include: communications planning, consulting and project management; writing; editing, design and publishing (i.e. topical, job mart, catalyst); issues management and media relations. The branch is also responsible for the Government of Ontario **art** collection that provides a consultative curatorial service to the Legislature and government. The Media Studio, located in the Legislative Building and used by Members of Provincial Parliament, is also part of this branch.

GAMING SECRETARIAT
Ferguson Block
9th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)314-3680
Fax (416)325-8568
8:30 - 5:00

Gaming Secretariat is responsible for managing and coordinating Ontario's gaming operations including charity **casinos**, slot machines at racetracks, commercial casinos and **lotteries**. Gaming Secretariat provides leadership, direction and policy development for the management of provincial gaming operations through the Ontario Lottery Corporation and the Ontario Casino Corporation.

LEGAL SERVICES BRANCH
Frost Bldg S
2nd Flr, 7 Queen's Park Cres
Toronto M7A 1Z5
General Inquiry (416)325-9393
Fax (416)325-9404
8:30 - 5:00 

Legal Services Branch provides employment/labour law, commercial/real-estate advice and services to Management Board Secretariat (MBS) and individual ministries. The labour law section deals with proceedings before the Ontario Employees Grievance Settlement Board, Public Service Grievance Board (PSGB), Ontario Labour Relations Board, Pay Equity Hearings Tribunal and Human Rights Board of Inquiry. The branch also provides advice and services to MBS taking into consideration labour and commercial issues. The real estate/commercial section provides legal support to MBS to assist it in fulfilling its mandate to provide accommodation and common services to the Government of Ontario and its agencies, such as major areas of land use planning and development; real estate transactions; expropriations and commercial leasing, construction matters, copyright and computer contracts, procurement, etc.

HUMAN RESOURCES DIVISION
Frost Bldg S
3rd Flr Rm 333A, 7 Queen's Park Cres
Toronto M7A 1Z5
General Inquiry (416)325-1530
Fax (416)325-1393
8:00 - 5:00 

Human Resources Division is responsible for developing strategic direction and goals for the effective management of human resources in the Ontario Public Service (OPS), in the context of the future business of government. It develops and obtains approval of strategic approaches to human resource management, provides advice to Management Board of Cabinet and ministries on compensation, pensions, benefits, labour relations, staffing and health and safety. The division has leadership responsibility for collective bargaining for the OPS, and develops corporate policies and initiatives for labour-management consultation, compensation and job evaluation systems, staffing and deployment, employee development, and occupational health and safety.

COMPENSATION SERVICES BRANCH
Ferguson Block
13th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-8400
General Inquiry (416)327-8391
General Inquiry (416)327-0084
Fax (416)325-4027
Fax (416)327-8402
8:30 - 5:00

Compensation Services Branch develops corporate policies and initiatives concerning employees' total compensation package in the Ontario Public Service (OPS). This includes policy for insured benefits and pensions. The branch also manages relations with insurers and operates the benefits appeals committees. The branch develops compensation policy and provides ministries with interpretation of compensation matters. Bargaining Units Overhaul is responsible for new job evaluation systems for OPS employees represented by the Ontario Public Service Employees Union. The Actuarial Services group is responsible for providing professional actuarial services to the Government of Ontario in respect of the financial management of public sector pension and insured benefit plans, labour and collective bargaining activities (e.g., negotiations with the various unions and association groups) and policy development.

CORPORATE LABOUR RELATIONS NEGOTIATIONS SECRETARIAT
Frost Bldg S
Rm 340, 7 Queen's Park Cres
Toronto M7A 1Z5
General Inquiry (416)325-1475
Fax (416)325-1483
8:30 - 5:00

The Corporate Labour Relations Negotiations Secretariat represents the Crown as the employer in all collective bargaining and labour relations matters in the OPS. Other responsibilities include: labour policy development, supporting ongoing union-management negotiations; providing advice/assistance to ministries on a full range of labour relations issues; coordinating OPS grievances; and interpreting collective agreements and Labour Relations issues. The Research and Evaluation Section is responsible for the collection and analysis of external broader public sector and OPS market data and social economic and demographic conditions that affect and influence the compensation practices and conditions of employment in the Ontario Public Service. The section also responds to all external inquiries regarding OPS compensation and supports the Negotiations Secretariat in negotiations.

HUMAN RESOURCES SYSTEMS BRANCH
George Drew Bldg
14th Flr, 25 Grosvenor St
Toronto M7A 1R1
General Inquiry (416)327-9241
General Inquiry (416)327-9872 (CORPAY Help Desk)
Fax (416)327-9254
9:00 - 5:00

The Human Resources Systems Branch currently provides three businesses to the Ontario Public Service (OPS): the corporate **payroll** services business section plans, implements,

maintains and operates the corporate payroll and attendance systems for the OPS. It also provides education, user guidance and Help Desk support for these systems. Corporate Human Resources and Compensation Information Services provides to Management Board Secretariat, in its role as the employer of the OPS, corporate human resources data, information, and systems services. The third business is the controllership of the employee benefits funds are the employer contributions made to insurance carriers, **pension** boards and the federal and provincial governments for all OPS employees and retired employees of the OPS, agencies, boards and commissions, employees.

STAFFING AND DEVELOPMENT BRANCH
Ferguson Block
13th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)325-0074
Fax (416)325-0251
8:30 - 4:45

Staffing and Development Branch is responsible for policies and programs of equal opportunity, employment transition, staffing, human resource strategies and health and safety. It provides services in areas of French language evaluation and minister's staffing across the Ontario Public Service (OPS). The branch also supports the role of the OPS as corporate employer by providing policy development and strategic management advice and expertise to Management Board of Cabinet and ministries.

INTERNAL MINISTRY SERVICES DIVISION

Ferguson Block
12th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2864
Fax (416)327-2866
8:30 - 5:00

The Internal Ministry Services Division supports effective decision making within the ministry and for select offices and agencies by providing innovative, proactive analysis, management policies and processes, strategic advice and integrated management information on the following functions: business planning, human resources, finance, information technology, internal audit, accommodation and general administration.

AUDIT AND BUSINESS IMPROVEMENT BRANCH
George Drew Bldg
13th Flr, 25 Grosvenor St
Toronto M7A 1R1
General Inquiry (416)314-3452
Fax (416)314-3467
8:30 - 5:00

Audit and Business Improvement Branch provides professional internal auditing services and consulting advice to management through an objective assessment of risks and of internal controls and practices, systems, policies and procedures under which ministry programs and activities operate. The branch supports the Ontario government's goals to provide an affordable and efficient public service that is aware of, and responsive to, the needs of its customers.

BUSINESS PLANNING UNIT
Ferguson Block
12th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-3899
Fax (416)327-2866
8:30 - 5:00

Business Planning Unit coordinates and facilitates integrated, accountable business planning within Management Board Secretariat to guide the performance of core businesses, promote continuous improvement and enable effective responses to changing conditions. The unit also coordinates MBS corporate reporting.

FINANCE AND OFFICE SERVICES BRANCH
Ferguson Block
9th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2898
Fax (416)327-2915
8:30 - 5:00

The Finance and Office Services Branch provides financial planning, accounting and office accommodation support to the Management Board Secretariat, the Ontario Realty Corporation (ORC), the Lieutenant Governor's Office, the Ontario Women's Directorate and corporate projects. Its major activities include: business plan allocations and multi-year financial plans; expenditure and revenue control/forecasting; controllership; ministry purchasing; ministry accommodation; a full range of accounting services including financial statement preparation for the ORC; financial reporting to support corporate decision-making; control and reconciliation; management of the corporate financial information system.

HUMAN RESOURCES SERVICES BRANCH
Ferguson Block
8th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-3812
Fax (416)327-4048 (Labour Relations, Recruitment)
Fax (416)327-3892
8:30 - 5:00

Human Resources Services Branch is responsible for providing a wide range of human resources services to the ministry, Ontario Realty Corporation, the Ontario Women's Directorate, Office of the Lieutenant Governor and other special offices. Services are provided to managers and staff primarily through: human resources consultants; generalists in the human resources field who may be located with their clients; and pay administration representatives who process all ministry pay, benefits and position-related transactions and respond to related inquiries. Specialist services are provided centrally in the following areas: Health and Safety; Organization Design; Job Evaluation; Organizational Development and Training; Career Transition; Labour Relations; French Language; and Equal Opportunity. These areas also develop ministry policies, procedures and guidelines on a wide range of human resources matters.

INFORMATION TECHNOLOGY SERVICES BRANCH

Ferguson Block
4th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2821
(416)327-2700 (Helpline)
Fax (416)327-2530
8:30 - 5:00

Information Technology Services Branch is responsible for the development, implementation and maintenance of information technology in support of ministry programs. The branch provides internal consulting, training and advisory services related to information technology and information security. In addition, the branch provides technology planning, office systems support and system and network operational support.

PROGRAM MANAGEMENT AND ESTIMATES DIVISION

Frost Bldg S
6th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-9406
Fax (416)325-4993
8:30 - 5:00

The Program Management and Estimates Division provides strategic advice to support the decision making of Management Board of Cabinet, which is responsible for managing the public service and ensuring cost-effective, efficient, business-like government operations. The division supports Management Board of Cabinet by developing and managing the business planning and allocations process, including the annual and in-year allocation of operating and capital funding to programs and ministries; putting mechanisms in place to measure the government's performance and holding ministries accountable for meeting performance standards and savings targets; setting corporate management policies; providing advice to ministries on government priorities, policies and procedures; and developing and managing Management Board's administrative directives and guidelines.

BUSINESS PLANNING AND EXPENDITURE MANAGEMENT BRANCH

Frost Bldg S
6th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-2021
Fax (416)327-2136
8:30 - 5:00

The Business Planning and Expenditure Management Branch in concert with the Cabinet Office, the Ministry of Finance and others, develops the multi-year business planning and allocations process for the Government of Ontario. It is also responsible for the coordination and production of the annual printed estimates. The branch is also responsible for in-year monitoring of all operating and capital expenditures, staff strength and severance costing and for providing operational and logistical support to Management Board of Cabinet.

CORPORATE POLICY BRANCH
Frost Bldg S
2nd Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-3625
Fax (416)325-0438
8:30 - 5:00

The Corporate Policy Branch provides advice to the Chair of Management Board on the efficient and effective management of the Ontario Public Service (OPS); supports the development of new corporate initiatives to achieve OPS restructuring and coordinates Management Board administrative directives and guidelines.

RESOURCES AND ECONOMIC DEVELOPMENT BRANCH
Frost Bldg S
6th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-2061
Fax (416)327-2186
8:30 - 5:00

The Resources and Economic Development Branch provides strategic advice to Management Board of Cabinet on financial, policy, staffing and other resource issues arising from ministries with resource and economic development related responsibilities. The branch is responsible for working with ministries in the development of ministry spending plans and advising on changes to those plans through the fiscal year.

SOCIAL AND JUSTICE BRANCH
Frost Bldg S
6th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-0168
Fax (416)327-2186
8:30 - 5:00

The Social and Justice Branch provides strategic advice to Management Board of Cabinet on financial, policy, staffing and other resource issues arising from social and justice policy field ministries. The branch is also responsible for working with ministries in the development of ministry spending plans and advising on changes to those plans through the fiscal year.

SERVICES DIVISION

Ferguson Block
12th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-3333
Fax (416)327-3264
8:00 - 5:00

Services Division is responsible for provision of government-wide policies, frameworks and strategies in the areas of procurement, public access and information and information technology, including the establishment of and monitoring adherence to a corporate plan to address the Year 2000 issue. It also manages and delivers a wide range of cost-effective

government-wide common services such as access and inquiry services, corporate procurement, government mail, insurance and risk management, official documents, computer processing and network facilities supporting large government applications, e.g. OHIP claim payments, drivers licences.

COMPUTER AND TELECOMMUNICATION SERVICES
8th Flr, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)327-3333
(416)325-3400 (Audio Teleconference Operator, Toronto Booking)
(416)327-3900 (For Service Problems Call CTS Service Desk)
Fax (416)327-3348
intra.gov.on.ca/CTS
8:00 - 5:00

The Corporate Information and I.T. Customer Service and Support Branches provide cost-recoverable telecommunication and processing services to ministries, agencies, boards and commissions consistent with the government's I.T. strategy. For information on the corporate I.T. services, please call the CTS general inquiry telephone number or see the CTS web site at intra.gov.on.ca/CTS.

CORPORATE INFORMATION TECHNOLOGY BRANCH - PROCESSING
East Bldg
1201 WIlson Ave
Downsview M3M 1J8
General Inquiry (416)325-1899
Fax (416)325-8766

Corporate Information Technology Branch working with IT Customer Service and Support Branch provides cost-recovery information processing services to the Government of Ontario. Processing Services offer a comprehensive package of processing related services that can be tailored to provide an environment that most effectively meets each customer's specific business and application requirements.

CORPORATE INFORMATION TECHNOLOGY BRANCH - TELECOMMUNICATIONS
11th Flr, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)327-3333
Fax (416)327-3281

Corporate Information Technology Branch working with IT Customer Service and Support Branch provides cost-recovery telecommunication and information processing services to the Government of Ontario. Telecommunication-based services are provided to support the effective delivery of customer programs with the goals of minimizing cost, enhancing customer services, and increasing productivity. Services offered include a province wide telecommunications network carrying both voice and data services, a variety of value added services (eg voice mail, electronic commerce), and design services.

INFORMATION TECHNOLOGY CUSTOMER SERVICE AND SUPPORT BRANCH
10th Flr, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)327-3333
Fax (416)327-3256
8:00 - 5:00

The Information Technology Customer Service & Support Branch along with the Corporate Information Technology Branch works in partnership with ministries to facilitate the achievement of their business objectives through the strategic deployment of telecommunications and information processing technology. Services include customer account management, consultation regarding service solutions, planning, and security and contingency services. The branch is also responsible for the productivity of computer and telecommunication services through the provision of effective support services.

CORPORATE YEAR 2000 PROJECT
4th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)327-5744
Fax (416)327-0917
8:00 - 5:00

The Corporate Year 2000 Project Office at MBS is responsible for providing leadership, guidance and coordination for the government wide efforts related to the Year 2000 challenge.

GENERAL BUSINESS SERVICES BRANCH
George Drew Bldg
16th Flr, 25 Grosvenor St
Toronto M7A 1R2
General Inquiry (416)314-3435
Fax (416)325-1697
9:00 - 5:00

The General Business Services Branch provides Ontario government ministries with operational support services, including: production of payments; reconciliation of bank accounts and cheque follow-up services; debt collection services; insurance and risk management; validation of official documents; the Advertising Review Board; records centres; surplus assets management; and mail services.

ADVERTISING REVIEW BOARD
George Drew Bldg
15th Flr, 25 Grosvenor St
Toronto M7A 1R2
General Inquiry (416)327-2183
Fax (416)327-2179
8:00 - 4:00

The Advertising Review Board monitors advertising policy, oversees the advertising agency selection process and ensures government policy **standards** are met.

OFFICIAL DOCUMENTS
George Drew Bldg
17th Flr, 25 Grosvenor St
Toronto M7A 1R2
General Inquiry (416)325-8416
Fax (416)325-8434
8:30 - 4:30

The Official **Documents** Section prepares congratulatory **scrolls** signed by the Premier for Ontario citizens celebrating 80th birthdays and over; 40th wedding anniversaries and over, at five-year intervals. It also issues scrolls to recognize other significant accomplishments of Ontario citizens, **municipalities** and organizations. The section will verify the authenticity of **affidavits** and **records** notarized by Ontario government officials/notary publics when, for example, proof of residency is required by foreign officials. It also provides government ministries a number of other services, such as preparing **certificates** bearing the Great Seal of Ontario and the Privy Seal of the Lieutenant-Governor, for government appointments.

RECORDS CENTRE SERVICES
2nd Flr, 3215 Erindale Station Rd
Mississauga L5C 1Y5
General Inquiry (905)279-6120
Fax (905)276-1707
8:00 - 4:30

The **Records** Centre serves as custodian and provides secure storage and retrieval services for the inactive records, hard copy, computer tape and microfilm of all ministries and agencies. The centre also liaises with the Archives of Ontario to safeguard records with long-term research significance.

SURPLUS ASSETS MANAGEMENT
George Drew Bldg
16th Flr, 25 Grosvenor St
Toronto M7A 1R2
General Inquiry (416)327-3446
Fax (416)325-1697
8:00 - 4:00

As a mandatory central common service, **Surplus** Assets Management is responsible for providing an efficient and effective mechanism for the redeployment or disposal of government's surplus movable assets.

COLLECTION MANAGEMENT UNIT
George Drew Bldg
17th Flr, 25 Grosvenor St
Toronto M7A 1R2
General Inquiry (416)326-0500
Toll Free 1-800-387-5604 (Within Area Codes 905, 705, 613, 519 and 416)
Fax (416)326-0526
8:15 - 4:30

Collection Management Unit manages the collection of overdue accounts receivable (**debts**) owing to the government.

GOVERNMENT MAIL SERVICE
Macdonald Block
Rm M2B-18, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2642
(416)325-6245 (Mail Information Help Line)
Fax (416)327-2648
9:00 - 5:00

Government **Mail Service** is responsible for pick-up and distribution of incoming and outgoing mail to and from the Canada Post Corporation and interministry mail in Metro Toronto. The office also provides a contractual mail service on a charge-back basis. This includes a mailing list service and a mass mail operation consisting of: addressing, labelling, and folding and inserting mail. Government Mail Service has a lead role in initiating corporate service improvements, emergency mail coordination and development of "best practice" mail policy.

INSURANCE AND RISK MANAGEMENT
George Drew Bldg
1st Flr, 25 Grosvenor St
Toronto M7A 1R2
General Inquiry (416)314-3440
Fax (416)314-3444
8:00 - 5:00

The Insurance and Risk Management Section purchases insurance for the government. It also advises all Ontario ministries and special-purpose bodies on the controlling of risks, management of losses, administrative claims and insurance coverage, excluding employee benefits.

PAYMENT PROCESSING SERVICES
George Drew Bldg
16th Flr, 25 Grosvenor St
Toronto M7A 1R2
General Inquiry (416)314-3416
Fax (416)314-3411
8:30 - 4:30

Payment Processing Services processes and produces payments in the form of electronic funds transfers and printed cheques for most government programs.

RECONCILIATION SERVICES
George Drew Bldg
16th Flr, 25 Grosvenor St
Toronto M7A 1R2
General Inquiry (416)314-3400
Fax (416)314-3411
7:45 - 4:00

Reconciliation Services reconciles bank accounts in the Consolidated Revenue Fund on behalf of the Ministry of Finance, and provides inquiry and follow-up bank services on cheques to all ministries.

INFORMATION TECHNOLOGY POLICY BRANCH
Ferguson Block
8th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2124
Fax (416)327-3347
9:00 - 5:00

The Information Technology Policy Branch provides corporate-level management and coordination for the effective use of information and information technology (I & I.T.) in the Ontario government. Major functions include the development of the corporate I & I.T. strategy, policies, plans and standards; support to the corporate governance bodies for I.T.; and advice to the Management Board of Cabinet on issues regarding the management and use of I & I.T. in the Ontario government. The overall purpose is to ensure that the Ontario government obtains maximum strategic leverage from the capabilities of I & I.T. and maximum real value from its I & I.T. investments toward achieving government business and restructuring goals.

PUBLIC ACCESS SERVICES BRANCH
Ferguson Block
7th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)325-3420
Fax (416)327-3253
http://www.gov.on.ca
8:30 - 5:00

The Public Access Services Branch provides leadership, coordination, advice and support for corporate public access initiatives and legislation. It also offers direct delivery to the public of a variety of corporate information-based services.

ACCESS AND INQUIRY SERVICES
Macdonald Block
Rm M1-52, 900 Bay St
Toronto M7A 1N3
General Inquiry (416)325-3420
Fax (416)325-3407
8:00 - 5:00

Access and Inquiry Services performs a wide variety of public access to government information functions. The section is made up of four units: Citizens' Inquiry Bureau (CIB), Access Ontario in Ottawa, Databases and Directories (D&D) and the Queen's Park Teleconference Call Centre.

ACCESS ONTARIO
Ottawa Court House Bldg
2nd Level, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)238-3630 (Monday - Friday)
Toll Free 1-800-268-8758
TTY (613)566-2235 (TTY/Teletypewriter users only)
Fax (613)566-2234
8:00 - 5:00

Access Ontario provides a **bilingual information and referral service** for telephone and walk-in inquiries. It provides a one-number access point to information on government

programs and services, location and staff. It acts as a resource for Government offices, MPP constituency offices, Community Information Centres and private organizations. Two Ontario Business Connect terminals are available for business **registrations**. Access Ontario offers a range of free and priced **publications**, and sells **hunting** and fishing **licences**.

CITIZENS' INQUIRY BUREAU
Macdonald Block
Rm M1-52, 900 Bay St
Toronto M7A 1N3
General Inquiry (416)326-1234 (Collect Calls Accepted Within Ontario)
TTY (416)325-3408 (TTY/Teletypewriter users only)
TTY Toll Free 1-800-268-7095 (TTY/Teletypewriter users only)
Fax (416)325-3407
8:30 - 5:00

Citizens' Inquiry Bureau provides a **bilingual information and referral service** by telephone, over the counter and an international feedback form on the Internet. The bureau provides general inquiry services through a telephone or website access point to information on the government's services, locations and **employees**. The bureau produces "Ontario Facts" a publication providing basic information about the Province of Ontario which is published and updated on the Internet.

DATABASES AND DIRECTORIES
Ferguson Block
7th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-3642
Fax (416)327-3652
8:30 - 5:00

Databases and **Directories** collects and assembles information about the Ontario government that is provided to the public. The section administers the PACE (Public Access and Corporate Enquiry) database that contains non-confidential details about government personnel, offices and services for the Internet, Intranet and hard copy publication in the Government of Ontario Telephone Directory, the KWIC Index to Services and the Freedom of Information Directory of **Records**. The section also coordinates the updating of the Ontario government listings in the **blue pages** of public telephone directories.

QUEEN'S PARK TELECONFERENCE CALL CENTRE
Macdonald Block
Rm M1-52, 900 Bay St
Toronto M7A 1N3
(416)325-3400 (Operator/Teleconference - Bilingual)
Fax (416)325-3396
8:00 - 6:00

This unit provides teleconference services to all Ontario Public Service employees, including ministers and deputy ministers.

CORPORATE FREEDOM OF INFORMATION AND PRIVACY OFFICE
Ferguson Block
7th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2187
Fax (416)327-2190
http://www.gov.on.ca/MBS/english/fip/
8:30 - 5:00

The Corporate **Freedom of Information** and Privacy Office advises and supports Ontario Government ministries and agencies as well as Ontario **municipalities** and local boards on matters related to administering freedom of information and privacy legislation. The office also provides policy and administrative support to the Chair of Management Board of Cabinet, who is the Minister responsible for the freedom of information and privacy legislation. Additional services and materials generated by the office include bilingual publications intended for the public such as the Directory of **Records** and the Directory of Institutions, manuals and guidelines, workshops and a world wide website.

GOVERNMENT TRANSLATION SERVICE
Ferguson Block
7th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2711
(416)327-2723 (French Terminology Hotline)
Fax (416)327-2753
http://www.gov.on.ca/MBS/GTS/
8:30 - 5:00

The Government **Translation** Service (GTS) provides translation services for ministries and schedule I and IV agencies. This includes negotiating and managing contracts with suppliers, performing quality control and managing large translation projects. GTS also provides official **French** equivalents for Ontario government titles as well as other terminology and linguistic services. Its web site, ONTERM, contains over 10,000 titles in English with their French equivalents, including organizational unit names, program names and position titles.

PUBLIC ACCESS PLANNING AND DEVELOPMENT
Ferguson Block
7th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2895
Fax (416)327-2190
http://www.gov.on.ca
9:00 - 5:00

Public Access Planning and Development provides planning and development services for cross-government activities related to public access. The section provides policy development, new product planning, project management and manages the central Ontario Government Internet and Intranet Websites.

PUBLICATIONS ONTARIO
50 Grosvenor St
Toronto M7A 1N8
General Inquiry (416)326-5300 (To Order Publications, Mail-Order Inquiries)
Toll Free 1-800-668-9938 (To Order Publications, Mail-Order Inquiries)
TTY Toll Free 1-800-268-7095
Fax (416)326-5317
www.publications.gov.on.ca
8:30 - 4:30

Publications Ontario distributes Ontario government publications to the public, ministries and public libraries throughout the province. Free and priced publications, including **Hansard**, the Ontario **Gazette** and **legislation** (**bills** and **regulations** as well as other related publications), can be obtained by personal shopping at the outlets. Payment by cash, money order, VISA and Mastercard or government purchase cards are available. Internet users can now also buy Ontario Government publications at any time using VISA and Mastercard through Publications Ontario on-line (pool) service. Publications Ontario is responsible for policy in matters of publications and copyright.

BOOKSTORE
Main Flr, 880 Bay St
Toronto M7A 1N8
General Inquiry (416)326-5300 (Mail Order)
8:30 - 5:00

Provides walk-in **bookstore** service, carrying a large selection of government titles. Visa and Mastercard accepted.

COPYRIGHT UNIT
Ferguson Block
7th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)326-5153
Fax (416)326-4648
8:30 - 4:30

The **Copyright** Unit administers Crown copyright on behalf of the Queen's Printer for Ontario, which has sole authority to license the copying of government print or electronic material for commercial purposes by third parties. Advice is provided to ministries on transactions involving Crown copyright, both when the right to copy is being sold and also when material such as reports or software are being created for the government under contract.

PUBLISHING SUBSCRIPTION AND INTERNET SERVICES
50 Grosvenor St
Toronto M7A 1N8
General Inquiry (416)326-5310 (Ontario Gazette, Hansard, Sessional Subscriptions)
Fax (416)326-8315
8:30 - 5:00

Publishing Subscription and Internet Services unit coordinates printing and publishing of Ontario Statutes and Regulations and works with government ministries and agencies to make **publications** available for general sale, managing an inventory of 10,000 titles in

partnership with a private-sector warehouse. It also manages the Ontario **Gazette** and Sessional (**bills**) subscriptions, and ensures public access to government **documents** through the Depository Library system of 500+ libraries. In addition the unit develops and maintains two Internet services: EOCOS, a **research** and ordering site restricted to libraries; and POOL, a public on-line commerce and information site.

PURCHASING SERVICES BRANCH
Ferguson Block
6th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-3555 (Supplier And Broader Public Sector Information-Voice Mail Only.)
Fax (416)327-3573
www.gov.on.ca/MBS/PSB
8:00 - 5:00

The Purchasing Services Branch provides procurement advice and services to the Ontario government. This includes preparing and administering requests for proposals from suppliers, and negotiating contracts for goods and services commonly used throughout the government. The branch also helps develop government procurement policy and administers purchasing initiatives to support government priorities such as supplier development and interprovincial trade agreements.The MERX system, a private sector computerized on-line tendering service, has information needed by suppliers interested in bidding on Ontario government contracts for goods valued at $25,000 and over, and services valued at $100,000 and over. The MERX system, also provides information that suppliers can use to bid on government contracts across the country.

CORPORATE CONTRACTING SERVICES
Ferguson Block
6th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-1042
Fax (416)327-3573
www.gov.on.ca/MBS/PSB
8:00 - 5:00

Corporate Contracting Services provides a corporate procurement service by developing and administering collective purchasing arrangements (CPAs) for commonly used goods and services, including: information technology and consulting services; corporate procurement cards; paper products; general commodities and services.

CORPORATE TRAVEL PROGRAM
Ferguson Block
6th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-3554
Fax (416)327-3573
www.gov.on.ca/MBS/PSB
8:00 - 5:00

The Corporate **Travel** Program establishes and manages corporate contracts for travel services including all ticketed transportation, accommodation, car rental requirements, corporate travel card and other travel-related requirements throughout the province.

The program develops corporate travel policy and coordinates the management of corporate travel information.

TRADE AND BUSINESS DEVELOPMENT SECTION
Ferguson Block
6th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-3474
Fax (416)327-3573
www.gov.on.ca/MBS/PSB
8:00 - 5:00

The **Trade** and Business Development Section provides analysis, interpretation and advice on the implementation and administration of Ontario's corporate procurement policy and practice, as well as intergovernmental procurement agreements as they apply to both provincial procurement and procurement by the Broader Public Sector.

AGENCIES, BOARDS AND COMMISSIONS

ONTARIO CASINO CORPORATION
BCE Place Canada Trust Tower
Suite 2540, 161 Bay St
PO Box 506
Toronto M5J 2S1
General Inquiry (416)326-0076
Fax (416)326-0077
www.ontariocasino.ca
9:00 - 5:00

The Ontario Casino Corporation (OCC) is responsible for Ontario's commercial **casinos** (Casino Windsor, Casino Rama and Casino Niagara). It ensures that the casinos are operated efficiently, effectively and in accordance to established standards in terms of profitability, customer service and high quality products and services. With the exception of regulation, the Corporation represents the Ontario government in all matters concerning commercial casinos.

ONTARIO LOTTERY CORPORATION
Roberta Bondar Place
Suite 800, 70 Foster Dr
Sault Ste Marie P6A 6V2
General Inquiry (416)961-6262
(416)324-6538 (Prize Office - Toronto)
(705)946-6740 (Prize Office - Sault Ste Marie)
TTY 1-800-563-5357
Toll Free 1-800-387-0098 (Consumer Affairs, Lottery Related Enquiries)
Fax (705)946-6904
http://www.sportselect.com
8:45 - 5:00

The Ontario Lottery Corporation (OLC) is a Crown corporation established in February 1975 by Bill 191, an act to incorporate the Ontario Lottery Corporation. As an independent crown agency, the Corporation's mandate is to develop and operate provincial government **lotteries** to raise proceeds for the benefit of the people of Ontario. Responsible to the Chair,

Management Board of Cabinet, the Corporation is organized into five divisions. Each division reports, through the President's Office, to a Board of Directors, whose nine members are appointed from the private sector. Internal Audit reports directly to the Board.

Services offered to the Public:
Lottery Results

ONTARIO PENSION BOARD
Suite 1100, 1 Adelaide St E
Toronto M5C 2X6
General Inquiry (416)364-8558
Toll Free 1-800-668-6203 (Province-Wide)
Fax (416)364-7578

The Ontario **Pension** Board (OPB) administers the Public Service Pension Plan (the "Plan") in accordance with the Public Service Pension Act, the Pension Benefits Act, the Income Tax Act (Canada) and other relevant legislation. The management and most of the non-Ontario Public Service Employees' Union (OPSEU) represented employees of the Ontario Public Service and its agencies, including members of the Ontario Provincial Police, are the members of the Plan. The OPB also administers, on behalf of the employers, certain insured benefit plans for its pensioners. The OPB also manages the Public Service Pension Fund and related investment processes. Ontario Public Service employees who are members of OPSEU are covered by the OPSEU Pension Plan.

ONTARIO PROVINCIAL POLICE GRIEVANCE BOARD
777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6170
Fax (705)329-6188

The Ontario Provincial Police **Grievance** Board is an adhoc committee which deals with all employee complaints concerning working conditions and terms of employment, except those that come under the Police Act or its Code of Offences.

ONTARIO PROVINCIAL POLICE NEGOTIATING COMMITTEE
3rd Flr Rm 340, 7 Queen's Park Cres
Toronto M7A 1Z5
General Inquiry (416)325-1475
Fax (416)325-1483

The Ontario Provincial Police Negotiating Committee negotiates amendments to and renewals of agreements or deals with any matter that may be the subject of bargaining.

ONTARIO REALTY CORPORATION
Ferguson Block
11th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-7604 (Corporate Relations)
Fax (416)327-4194
www.ontariorealty.on.ca

Ontario Realty Corporation is a crown corporation reporting to the Chair of Management Board of Cabinet and is responsible for: managing government accommodation, marketing

surplus government **real estate** assets, managing various construction projects and providing financial leadership and controllership support. These services are delivered through the following principal businesses: 1) strategic and portfolio management; 2) property management; 3) **land** marketing; 4) property development.

OPSEU PENSION TRUST
Suite 1200, 1 Adelaide St E
Toronto M5C 3A7
General Inquiry (416)681-6161
(416)681-6100 (Pensioner Services)
Toll Free 1-800-906-7738 (Canada-Wide)
Fax (416)681-6175

The OPSEU **Pension** Trust administers the Pension Plan and manages the Fund and related investment processes, for the OPSEU member employees of the Ontario government and agencies, boards and commissions, which are participating employers. In addition, members of the Amalgamated Transit Union Local 1587, the Ontario Liquor Control Board Employees Union and the Canadian Union of Public Employees (CUPE) Local 3096 are members of the Plan, as are the employees of the OPSEU Pension Trust. The Trust also administers certain benefit plans on behalf of pensioners.

PROVINCIAL JUDGES PENSION BOARD
Ferguson Block
13th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-4246
Fax (416)327-8402

Provincial Judges **Pension** Board authorizes payments of benefits to provincial judges and administers the Provincial Judges Benefits Plan.

ACTS

Capital Investment Plan Act (only in respect to ORC)
County of Middlesex Act, 1979
Flag Act
Floral Emblem Act
Freedom of Information and Protection of Privacy Act
Management Board of Cabinet Act
Ministry of Government Services Act
Municipal Freedom of Information and Protection of Privacy Act
OPSEU Pension Act
Official Notices Publication Act
Ontario Casino Corporation Act, 1993
Ontario Lottery Corporation Act
Public Service Act
Public Service Pension Act
Treasury Board Act

MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING

17th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7041
http://www.mmah.gov.on.ca
8:30 - 5:00

The ministry's vision statement calls for local governments that are more efficient, accountable and effective in meeting local needs; and a strong, competitive housing market with protection for consumers. The ministry is responsible for providing the governance and financial framework for local government; developing and administering the legislative and policy framework for land-use planning, and defining and representing provincial interests; administering and reforming social housing which is funded by the municipalities; developing and administering a regulatory framework for private rental housing; and providing the regulatory framework for buildings.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

17th Flr, 777 Bay St
Toronto M5G 2E5
(416)585-7041 (Customer Assistance)
Fax (416)585-6227
8:30 - 5:00

Communications Branch provides advice, consultation and communication services to the Ministry of Municipal Affairs and Housing and its agencies. It coordinates and monitors the delivery of French language services for the ministry.

ONTARIO MORTGAGE CORPORATION

2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7183
Fax (416)585-7140
8:30 - 5:00

A corporate entity reporting to the Minister of Municipal Affairs and **Housing**, through a board of directors, is responsible for administering **mortgages** and leases made available by the Province of Ontario under various housing initiatives.

ACQUISITIONS AND SERVICE MANAGEMENT

3rd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6860
Fax (416)585-7122
8:30 - 5:00

Acquisitions and Service Management is responsible to direct the strategic acquisition of goods and services and to provide contract administration and vendor management.

Services offered to the Public:
Purchasing/Vendor Management

For information on "Services offered to the Public" see our web site at www.gov.on.ca

FREEDOM OF INFORMATION AND PRIVACY
3rd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6474
Fax (416)585-7664
8:30 - 5:00

Freedom of Information and Privacy unit is responsible to provide strategic coordination and advice for the freedom of information and privacy.

Services offered to the Public:
Freedom of Information and Protection of Privacy

HUMAN RESOURCES BRANCH
3rd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6820
Fax (416)585-7195
8:30 - 5:00

Human Resources Branch provides a full range of human resources services to the Ministry of Municipal Affairs and Housing, Ontario Housing Corp. (OHC), its agencies and the local housing authorities throughout the province, including redeployment, recruitment, organization development and design; labour relations and grievance administration; health and safety advisory services; pay/benefits services. In addition, the branch is responsible for strategic human resources planning, and policy development and analysis. The branch liaises on human resources matters with Management Board Secretariat, Ontario Public Services Employees Union (OPSEU), AMAPCEO, PEGO and CUPE.

REGIONAL OFFICES

The seven Regional Offices (listed separately) are responsible for the administration of social and market **housing** programs across the province. The Regional Offices provide technical, financial and administrative support to 54 local housing authorities, and over 1,000 non-profit housing corporations and **cooperatives**. The Regional Offices ensure the province-wide administration of various social and market housing programs, including Provincial Non-Profit Housing Programs and the Rent Supplement Program.

Services offered to the Public:
Non-Profit Programs
Public Housing

CENTRAL ONTARIO REGION
3rd Flr, 625 Cochrane Dr
Markham L3R 9R9
General Inquiry (905)305-4000
Toll Free 1-800-881-3678
Fax (905)305-4053
8:30 - 5:00

EASTERN ONTARIO REGION
(OTTAWA)
5th Flr, 1547 Merivale Rd
Nepean K2G 4V3
General Inquiry (613)225-6776
Toll Free 1-800-267-6108
Fax (613)225-6925
8:30 - 5:00

METRO REGION (TORONTO)
3rd Flr Suite 365, 700 Lawrence Ave W
PO Box 126
North York M6A 3B4
General Inquiry (416)314-7328
Toll Free 1-800-668-0208
Fax (416)327-0001
8:30 - 5:00

NORTHERN ONTARIO REGION (SUDBURY)
Suite 401, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-0120
Toll Free 1-800-461-1190
Fax (705)564-6819
8:30 - 5:00

NORTHWESTERN ONTARIO REGION (THUNDER BAY)
Suite 223, 435 S. James St
Thunder Bay P7E 6S7
General Inquiry (807)475-1465
Toll Free 1-800-465-5015
Fax (807)473-3032
8:30 - 5:00

SOUTHERN ONTARIO REGION (HAMILTON)
Ellen Fairclough Bldg
14th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7500
Toll Free 1-800-263-8295
Fax (905)521-7200
8:30 - 5:00

SOUTHWESTERN ONTARIO REGION (LONDON)
11th Flr Suite 1100, 380 Wellington St
London N6A 5B5
General Inquiry (519)679-7110
Toll Free 1-800-265-4733
Fax (519)675-7674
Fax (519)675-7707
8:30 - 5:00

HOUSING DEVELOPMENT AND BUILDINGS BRANCH
2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6666
Fax (416)585-7455
Fax (416)585-7531
http://obc.mmah.gov.on.ca
8:30 - 5:00

The **Housing** Development and **Buildings** Branch is responsible for the regulatory framework for the **construction** of buildings under the Ontario Building Code and for the maintenance of existing buildings through **municipal** property **standards**. The branch develops and contributes to provincial policy with respect to the regulatory framework for the development of housing.

Services offered to the Public:
Building Regulation

MAINTENANCE AND STANDARDS UNIT
11th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7405
Toll Free 1-800-387-4451
Fax (416)585-6355
8:30 - 5:00

The Maintenance and **Standards** Unit is responsible for the administration of the Provincial Maintenance Standards under the Tenant Protection Act, 1997. The unit responds to tenant **complaints** about **health**, **safety** and maintenance problems in their rental properties. **Tenants** may contact the unit to request an **inspection** of their rental property. Work orders are issued to landlords listing the repair work required. The unit provides **municipal** staff with information on the adoption and enforcement of local property standards by-laws, and on maintenance provisions in the Tenant Protection Act.

Services offered to the Public:
Inspection of residential rental properties

INVESTIGATION UNIT
11th Flr, 777 Bay St.
Toronto M5G 2E5
General Inquiry (416)585-7214
Toll Free 1-888-772-9277
Fax (416)585-6464
8:30 - 5:00

The Investigation Unit is responsible for compliance with the provisions of the Tenant Protection Act, 1997, and **prosecution** of cases where non-compliance occurs.

RENT CONTROL PROGRAMS
Suite 200, 5464 Dundas St W
Toronto M9B 1B4
General Inquiry (416)314-0784
Toll Free 1-888-337-6633
Fax (416)314-0787
8:30 - 5:00

Rent Control Programs is responsible for completing the remaining applications for rent matters filed before June 17, 1998 under the Rent Control Act. On June 17, 1998 the Rent Control Act and the **Landlord and Tenant** Act were replaced by the Tenant Protection Act, which is administered by the Ontario Rental **Housing** Tribunal.

MUNICIPAL OPERATIONS DIVISION

14th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6600
Fax (416)585-6467
8:30 - 5:00

The branches within the Municipal Operations Division provide a full range of services to support local government, including educational and advisory services, land use planning,

financial and operational services, municipal restructuring, transfer payment program, facilitation and support to municipal affairs agencies. Service is provided through head office branches and a network of five regional offices.

MUNICIPAL EXPENDITURES AND AGENCY RELATIONS BRANCH
12th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6012
Fax (416)585-7548
Fax (416)585-7401 (Directors Office)
8:30 - 5:00

The **Municipal** Expenditures and Agency Relations Branch is involved in the administration of grant payments to municipalities on behalf of other ministry clients (e.g. Ministry of Natural Resources, Transportation, Management Board Secretariat), collection of municipal information, **audits** of grants on behalf of other ministries and the Municipal Services Performance Measures Project.

Services offered to the Public:
Conservation Land Tax Incentive Program
Municipal & School Tax Credit Assistance, Downtown Revitalization, Ontario Housing Action, Commercial Area Improvement, Shoreline Assistance, Winter Capital Works, Tenant Taxes, Urban Renewal
Provincial Properties Administration Services

PROVINCIAL PLANNING SERVICES BRANCH
14th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6014
Toll Free 1-800-935-0696
Fax (416)585-4245
Fax (416)585-4006
8:30 - 5:00

The Provincial Planning Services Branch administers the legislative and policy framework for the provincial **land use planning** system, under the Planning Act and the Ontario Planning and Development Act. It ensures protection of provincial interests by providing a single access point for provincial review and approval of planning applications. It monitors **municipal** planning documents; launches appeals on behalf of the province; provides planning advice and services to ministries; and develops and delivers education, training and marketing programs with partner ministries, municipalities, planning boards, associations and stakeholder groups.

Services offered to the Public:
Land Use Planning Approvals
Land Use Planning Education, Training and Communications
One Window Plan Input, Review and Appeals

REGIONAL OPERATIONS BRANCH
11th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7296
Fax (416)585-7292
8:30 - 5:00

The Regional Operations Branch provides advice, facilitation, technical expertise and educational services with respect to **municipal** restructuring, finance, administration, municipal **elections, land use planning** and boundary negotiations through a head office and a network of regional offices. The branch also administers the Canada Ontario Infrastructure Works Program for municipalities in Southern Ontario.

Services offered to the Public:
Canada/Ontario Infrastructure Works Program
Municipal Restructuring
Ontario Disaster Relief Assistance Program
Shoreline Property Assistance Program

REGIONAL OFFICES

CENTRAL REGIONAL OFFICE
Suite 362, 700 Lawrence Ave W
North York M6A 3B4
General Inquiry (416)327-0017
Toll Free 1-800-668-0230 (Durham, York, Peel, Halton, Simcoe, Muskoka, Dufferin, Niagara, Hamilton-Wentworth, Toronto)
Fax (416)327-0980
8:30 - 5:00

EASTERN REGIONAL OFFICE
Rockwood House
7 Estate Lane
Postal Bag 2500
Kingston K7M 9A8
General Inquiry (613)548-4304x10
Toll Free 1-800-267-9438 (Frontenac, Lennox & Addington, Hastings, Prince Edward, Peterborough, Haliburton, Lanark, Stormont, Dundas & Glengarry, Victoria, Leeds & Grenville, Northumberland, Ottawa-Carleton, Prescott/Russell, Renfrew)
Fax (613)548-6822
8:30 - 5:00

NORTHEASTERN REGIONAL OFFICE
Suite 401, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-0120
Toll Free 1-800-461-1193 (Cochrane, Algoma, Manitoulin, Region of Sudbury,Sudbury, Parry Sound, Nipissing, Timiskaming)
Fax (705)564-6863
8:30 - 5:00

NORTHWESTERN REGIONAL OFFICE
Suite 223, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1651
Toll Free 1-800-465-5027 (Thunder Bay, Kenora, Rainy River)
Fax (807)475-1196
8:30 - 5:00

SOUTHWESTERN REGIONAL OFFICE
2nd Flr, 659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4020
Toll Free 1-800-265-4736 (Essex, Grey, Haldimand-Norfolk, Huron, Kent, Lambton, Elgin, Middlesex, Oxford, Perth, Waterloo, Brant, Bruce, Wellington)
Fax (519)873-4018
8:30 - 5:00

PROVINCIAL-MUNICIPAL EDUCATION AND TRAINING SECRETARIAT

13th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6021
Fax (416)585-6870
8:30 - 5:00

The role of the Provincial-Municipal Education and Training Secretariat is to facilitate a smooth transfer of services and responsibility to the municipal sector by identifying education and training needs and finding ways to meet these needs by coordinating or providing education, training and supports/tools to municipal staff and officials, provincial staff, related associations, agencies and other stakeholders involved in services realignment initiatives. The Secretariat is advised by two provincial-municipal committees. The Secretariat's mandate sunsets at the end of March, 2000.

AGENCIES, BOARDS AND COMMISSIONS

BUILDING CODE COMMISSION

2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-4243
Fax (416)585-7531
http://obc.mmah.gov.on.ca
8:30 - 5:00

The Building Code Commission resolves disputes regarding the technical requirements of the Ontario Building Code.

Services offered to the Public:
Building Code

BUILDING MATERIALS EVALUATION COMMISSION
2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-4234
Fax (416)585-7531
http://obc.mmah.gov.on.ca
8:30 - 5:00

The Building Materials Evaluation Commission examines, **researches** and authorizes materials, techniques and building design, where no criteria are set out in the Ontario Building Code. Typically, this involves the consideration of applications requesting authorization of any innovative material, system or building design in respect of any building or part thereof.

Services offered to the Public:
Authorization of Innovative Materials, Systems, Building Design

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ONTARIO HOUSING CORPORATION
2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7485
Fax (416)585-6322
8:30 - 5:00

Ontario Housing Corporation (OHC) provides and manages public-assisted rental housing units. OHC's local housing authorities, located throughout the province, administer rent-geared-to-income units in various municipalities. OHC units accommodate families, senior citizens, disabled people, single persons and childless couples. All Local Housing Authorities use a priority system to rank applications according to the degree of need. The rent is calculated on a scale that is geared to gross household income. Victims of abuse are eligible for special priority. Contact the Local Housing Authority in your area of the province to apply for accommodation. The Ontario Housing Corporation (OHC) is a landlord responsible for providing homes to more than 225,000 people in the Province of Ontario. OHC's local housing authorities manage some 100,000 family and senior citizen rental units and 84,000 social housing units throughout the province within the guidelines.

LOCAL HOUSING AUTHORITIES

The Local **Housing** Authorities (LHAs) administer rent-geared-to-income (RGI) housing units on behalf of Ontario Housing Corporation (OHC), in various municipalities across the province. These units accommodate families, **senior citizens**, people with **disabilities**, single persons and childless couples. The LHAs use a chronological system to rank applications. **Victims** of **abuse** are eligible for special priority. Contact the Local Housing Authority in your area to apply for **accommodation**.

Services offered to the Public:
Public Housing
Rent Supplement

ALGOMA DISTRICT HOUSING AUTHORITY (SAULT STE MARIE)
464 Albert St E
PO Box 445
Sault Ste Marie P6A 5M1
General Inquiry (705)946-2077
Fax (705)946-5628
8:30 - 4:45

ARNPRIOR HOUSING AUTHORITY (ARNPRIOR)
8 McGonigal St W
Arnprior K7S 1L8
General Inquiry (613)623-7951
Fax (613)623-8403
8:45 - 4:45

BRANT AND BRANTFORD HOUSING AUTHORITY (BRANTFORD)
Colborne Court
Suite 201, 233 Colborne St
Brantford N3T 2H4
General Inquiry (519)759-6100
Fax (519)759-1932
8:30 - 4:45

BRUCE COUNTY HOUSING AUTHORITY (KINCARDINE)
Forbes Lambton Court
325 Lambton St
PO Box 1450
Kincardine N2Z 2Z4
General Inquiry (519)396-3439
Fax (519)396-3499
8:30 - 4:45

CORNWALL AND AREA HOUSING AUTHORITY (CORNWALL)
Unit 11, 1916 Pitt St
Cornwall K6J 5H3
General Inquiry (613)938-7717
(613)938-3307 (Maintenance Department)
Fax (613)938-6280
8:00 - 4:00

DUFFERIN COUNTY HOUSING AUTHORITY (ORANGEVILLE)
Suite 9, 15 Brenda Blvd
Orangeville L9W 3L3
General Inquiry (519)941-8221
Fax (519)941-9444
8:30 - 4:30

DURHAM REGIONAL HOUSING AUTHORITY (OSHAWA)
Rundle Tower
4th Flr, 50 Centre St S
Oshawa L1H 3Z7
General Inquiry (905)434-5011
Fax (905)433-5672
8:30 - 4:45

EAST KENORA DISTRICT HOUSING AUTHORITY (DRYDEN)
61 King St
Dryden P8N 1B7
General Inquiry (807)223-3087
Fax (807)223-3397
8:00 - 4:00

ELGIN AND ST THOMAS HOUSING AUTHORITY (ST THOMAS)
34 Churchill Cres
St Thomas N5R 1N9
General Inquiry (519)631-4580
Fax (519)633-8035

ESSEX COUNTY HOUSING AUTHORITY (ESSEX)
15C Talbot St N
Essex N8M 1A5
General Inquiry (519)776-4631
Toll Free 1-800-265-6947
Fax (519)776-5510
8:30 - 4:45

GRENVILLE AND PRESCOTT HOUSING AUTHORITY (PRESCOTT)
Federal Bldg
292 Centre St
PO Box 1299
Prescott K0E 1T0
General Inquiry (613)925-5906
Fax (613)925-5646
8:30 - 4:30

GREY COUNTY AND OWEN SOUND HOUSING AUTHORITY (OWEN SOUND)
Suite 101, 1131 2nd Ave E
Owen Sound N4K 2J1
General Inquiry (519)376-5744
Fax (519)376-0445
8:30 - 4:30

HALDIMAND - NORFOLK REGIONAL HOUSING AUTHORITY (SIMCOE)
100 Colborne St N
Simcoe N3Y 3V1
General Inquiry (519)426-7792
Fax (519)426-7630
8:30 - 4:45

HALTON HOUSING AUTHORITY (OAKVILLE)
4th Flr, Suite 405, 700 Dorval Dr
Oakville L6K 3V3
General Inquiry (905)849-8383
Fax (905)849-3568
8:30 - 4:30

HAMILTON - WENTWORTH HOUSING AUTHORITY (HAMILTON)
55 Hess St S
PO Box 2500
Hamilton L8N 4E5
General Inquiry (905)521-7399
Fax (905)521-7713

HASTINGS AND PRINCE EDWARD HOUSING AUTHORITY (BELLEVILLE)
Suite 200, 139 Front St
PO Box 682
Belleville K8N 2Y6
General Inquiry (613)968-3465
Fax (613)968-3197

HURON COUNTY HOUSING AUTHORITY (GODERICH)
44 East St
Goderich N7A 1N3
General Inquiry (519)524-2637
Fax (519)524-6282
8:30 - 4:30

KENT AND CHATHAM HOUSING AUTHORITY (CHATHAM)
30 Raleigh St
PO Box 1296
Chatham N7M 5R9
General Inquiry (519)354-9592
Fax (519)354-2974
8:30 - 4:30

KINGSTON AND FRONTENAC HOUSING AUTHORITY (KINGSTON)
City Place
Suite 100, 471 Counter St
Kingston K7M 3L5
General Inquiry (613)546-5591
Fax (613)546-9375
8:30 - 4:30

LANARK COUNTY AND SMITHS FALLS HOUSING AUTHORITY (SMITHS FALLS)
218 Percy St
Smiths Falls K7A 4W7
General Inquiry (613)283-2555
Fax (613)283-5420

LEEDS AND BROCKVILLE HOUSING AUTHORITY (BROCKVILLE)
Suite 206, 51 King St E
Brockville K6V 1A8
General Inquiry (613)342-2341
Fax (613)342-2249

LENNOX AND ADDINGTON COUNTY HOUSING AUTHORITY (NAPANEE)
13 Market Square
Napanee K7R 1J4
General Inquiry (613)354-5695
Fax (613)354-5981

LONDON AND MIDDLESEX HOUSING AUTHORITY (LONDON)
2nd Flr, 171 Queens Ave
London N6A 5J7
General Inquiry (519)434-2765
Fax (519)679-7000

MANITOULIN AND ESPANOLA AREA HOUSING AUTHORITY (LITTLE CURRENT)
13 Worthington St
PO Box 638
Little Current P0P 1K0
General Inquiry (705)368-3400
Toll Free 1-800-847-6342
Fax (705)368-2436

METROPOLITAN TORONTO HOUSING AUTHORITY (TORONTO)
8th Flr, 365 Bloor St E
Toronto M4W 3L4
General Inquiry (416)969-6000
(416)789-7901 (Maintenance)
(416)921-2323 (Security Dispatch - 24 Hrs)
Fax (416)969-6315

As one of 54 housing authorities operating under the guidelines of the Ontario Housing Corporation, the Metropolitan Toronto Housing Authority administers approximately 29,000 rent-geared-to-income housing units through 40 community offices. Staff work with residents, service providers, and the broader community to provide safe, decent housing.

Services offered to the Public:
Public Housing
Rent Supplement

COMMUNITY AND TENANT SERVICES BRANCH
7th Flr, 365 Bloor St E
Toronto M4W 3L4
(416)392-6111 (Housing Registry: Housing Applications)
Fax (416)969-6007
8:30 - 4:45

EAST OFFICE
Suite 302, 2425 Eglinton Ave E
Scarborough M1K 2P6
General Inquiry (416)392-9380
Fax (416)392-9373

SOUTH OFFICE
7th Flr, 365 Bloor St E
Toronto M4W 3L4
General Inquiry (416)392-9260
Fax (416)392-9275

NORTH OFFICE
3rd Flr, 20 York Mills Rd
North York M2P 2C2
General Inquiry (416)392-6119
Fax (416)397-7092

WEST OFFICE
Unit 6, 1901 Weston Rd
Weston M9N 3P1
General Inquiry (416)397-5440
Fax (416)392-9825

PROPERTY MANAGEMENT
8th Flr, 365 Bloor St E
Toronto M4W 3L4
Fax (416)969-6311
8:30 - 4:45

AREA 1
100 High Park Ave
Toronto M6P 2S2
Fax (416)326-3797

AREA 3
7 Glamorgan Ave
Scarborough M1P 2N1
Fax (416)326-5910

AREA 2
30 Falstaff Ave
North York M6L 2C9
Fax (416)326-1922

AREA 4
275 Shuter St
Toronto M5A 1W4
Fax (416)326-4078

MUSKOKA DISTRICT HOUSING AUTHORITY (BRACEBRIDGE)
Suite 1, 280 Manitoba St
Bracebridge P1L 1S5
General Inquiry (705)645-9261
Fax (705)645-7782
8:30 - 4:45

NIAGARA HOUSING AUTHORITY (ST CATHARINES)
Suite 501, 55 King St
PO Box 1207
St Catharines L2R 7A7
General Inquiry (905)682-9201
Toll Free 1-800-232-3292
Fax (905)687-4844
8:30 - 4:45

AREA OFFICE - NIAGARA FALLS
4701 St Clair Ave
PO Box 656
Niagara Falls L2E 6V5
General Inquiry (905)354-1678
Toll Free 1-800-365-8982
Fax (905)354-4870
8:30 - 4:45

AREA OFFICE - ST CATHARINES
479D Carlton St
St Catharines L2M 4Y6
General Inquiry (905)935-7645
Toll Free 1-800-391-4644
Fax (905)935-0476
8:30 - 4:45

NIPISSING AND PARRY SOUND DISTRICTS HOUSING AUTHORITY (NORTH BAY)
Suite 500, 222 McIntyre St W
PO Box 480
North Bay P1B 8J1
General Inquiry (705)472-2441
Fax (705)472-4171
9:00 - 4:00

NORTH COCHRANE DISTRICT HOUSING AUTHORITY (KAPUSKASING)
Model City Mall
25 Brunetville Rd
Kapuskasing P5N 2E9
General Inquiry (705)335-6179
Fax (705)335-8673
8:30 - 4:00

NORTH SIMCOE AND ORILLIA HOUSING AUTHORITY (MIDLAND)
478 Bay St
PO Box 608
Midland L4R 4L3
General Inquiry (705)526-4225
Fax (705)526-5617
8:30 - 4:45

NORTH WATERLOO HOUSING AUTHORITY (KITCHENER)
Suite 202, 385 Fairway Rd S
Kitchener N2C 2N9
General Inquiry (519)893-6080
Fax (519)893-8447
8:30 - 4:45

NORTHUMBERLAND COUNTY HOUSING AUTHORITY (COBOURG)
200 Division St
PO Box 969
Cobourg K9A 4W4
General Inquiry (905)372-0151
Fax (905)372-5988
8:30 - 4:45

OTTAWA-CARLETON HOUSING (OTTAWA)
2197 Riverside Dr
Ottawa K1H 1A9
General Inquiry (613)731-7223
(613)731-3272 (Automated Line)
Fax (613)731-4463

CENTRAL DISTRICT
1485 Caldwell Ave
Ottawa K1Z 8M1
General Inquiry (613)729-3136
(613)729-3570 (Automated Line)
Fax (613)729-5623

EAST DISTRICT
380 Murray St
Ottawa K1N 8W1
General Inquiry (613)789-4305
(613)789-3570 (Automated Line)
Fax (613)789-3571

WEST DISTRICT
1065 Ramsey Cres
Ottawa K2B 8A1
General Inquiry (613)829-9354
(613)829-9432 (Automated)
Fax (613)829-1583

OXFORD COUNTY HOUSING AUTHORITY (WOODSTOCK)
Unit 2, 65 Springbank Ave N
Woodstock N4S 8V8
General Inquiry (519)539-4829
Fax (519)539-0037
8:30 - 4:45

PEEL REGIONAL HOUSING AUTHORITY (MISSISSAUGA)
Suite 114, 755 Queensway E
Mississauga L4Y 4C5
General Inquiry (905)279-7792
Fax (905)279-7863
8:30 - 4:30

PERTH AND STRATFORD HOUSING AUTHORITY (STRATFORD)
Queensland Centre
30 Queensland Rd
Stratford N4Z 1L8
General Inquiry (519)271-5393
Fax (519)273-7191
8:30 - 4:45

PETERBOROUGH HOUSING AUTHORITY (PETERBOROUGH)
Time Square
Suite 100, 380 Armour Rd
Peterborough K9H 7L7
General Inquiry (705)742-0439
Fax (705)742-1404
8:30 - 4:30

PRESCOTT AND RUSSELL HOUSING AUTHORITY (HAWKESBURY)
880 James St
Hawkesbury K6A 2W8
General Inquiry (613)632-8501
Fax (613)632-8079
8:30 - 4:30

RAINY RIVER DISTRICT HOUSING AUTHORITY (FORT FRANCES)
414 Scott St
Fort Frances P9A 1H2
General Inquiry (807)274-7704
(807)274-5912 (Maintenance)
Fax (807)274-2400
8:00 - 4:15

RENFREW COUNTY AND PEMBROKE HOUSING AUTHORITY (PEMBROKE)
169 Lake St
Pembroke K8A 5L8
General Inquiry (613)735-0782
Fax (613)735-0308
8:30 - 4:30

RENFREW HOUSING AUTHORITY (RENFREW)
Suite 5, 39 Renfrew Ave W
Renfrew K7V 2Y2
General Inquiry (613)432-3679
Fax (613)432-9402
8:30 - 4:45

SARNIA AND LAMBTON HOUSING AUTHORITY (SARNIA)
College Park Plaza
1000 Finch Dr
Sarnia N7S 6G5
General Inquiry (519)383-6100
Fax (519)383-0085

SOUTH COCHRANE DISTRICT HOUSING AUTHORITY (IROQUOIS FALLS)
69 Main St
PO Box 1028
Iroquois Falls P0K 1G0
General Inquiry (705)232-4095
Fax (705)232-5471
8:30 - 4:45

SOUTH SIMCOE AND BARRIE HOUSING AUTHORITY (BARRIE)
Unit 18, 15 Cedar Pointe Dr
Barrie L4N 5R7
General Inquiry (705)725-7215
Fax (705)725-7220

SOUTH WATERLOO HOUSING AUTHORITY (CAMBRIDGE)
Main Flr, 152 Main St
Cambridge N1R 6R1
General Inquiry (519)623-2686
Fax (519)740-5957
8:30 - 4:30

SUDBURY DISTRICT HOUSING AUTHORITY (SUDBURY)
Suite 401, 10 Elm St
PO Box 430
Sudbury P3E 4P6
General Inquiry (705)674-8323
Fax (705)564-4453
8:30 - 4:45

Mailing Address:
PO Box 670, Postal Station "B"
Sudbury P3E 4R6

THUNDER BAY DISTRICT HOUSING AUTHORITY (THUNDER BAY)
1201 Amber Dr
Thunder Bay P7B 6M4
General Inquiry (807)344-8485
Fax (807)344-3130
8:45 - 4:45

TIMISKAMING DISTRICT HOUSING AUTHORITY (ENGLEHART)
65 Sixth Ave
PO Box 907
Englehart P0J 1H0
General Inquiry (705)567-3908 (Kirkland Lake Area)
General Inquiry (705)563-2062 (New Liskeard Area)
General Inquiry (705)544-2334 (Englehart)
Toll Free 1-800-661-1338 (Elk Lake & Larder Lake Area)
Fax (705)544-8758
8:15 - 4:30

TIMMINS HOUSING AUTHORITY (TIMMINS)
124 Third Ave
Timmins P4N 1C5
General Inquiry (705)264-5274
Fax (705)360-2008
8:30 - 4:30

MOOSONEE (SUB OFFICE)
19 First St
Moosonee P0M IY0
Fax (705)336-2782

VICTORIA-HALIBURTON HOUSING AUTHORITY (LINDSAY)
Gateway Plaza
Suite 203, 55 Mary St W
Lindsay K9V 5Z6
General Inquiry (705)324-6401
Toll Free 1-800-463-4120
Fax (705)324-5780
8:30 - 4:45

WELLINGTON AND GUELPH HOUSING AUTHORITY (GUELPH)
Unit 7, 292 Speedvale Ave W
Guelph N1H 1C4
General Inquiry (519)824-7822
(519)824-1960 (Maintenance)
Fax (519)837-6349
8:30 - 4:30

WEST KENORA DISTRICT HOUSING AUTHORITY (KENORA)
Bannister Center
2nd Flr, 301 First Ave S
Kenora P9N 1W2
General Inquiry (807)468-2825
Fax (807)468-2828
8:30 - 4:30

WINDSOR HOUSING AUTHORITY (WINDSOR)
945 McDougall St
PO Box 1330
Windsor N9A 1L9
General Inquiry (519)254-1681
Fax (519)254-3130
8:30 - 4:00

YORK REGIONAL HOUSING
AUTHORITY (AURORA)
Suite 3A, 15150 Yonge St
Aurora L4G 1M2
General Inquiry (905)727-1354
Fax (905)727-6516
8:30 - 4:45

ONTARIO MUNICIPAL BOARD AND BOARD OF NEGOTIATION
15th Flr, 655 Bay St
Toronto M5G 1E5
General Inquiry (416)326-6800
Fax (416)326-5370
www.omb.on.ca
8:30 - 4:30

The Ontario **Municipal** Board (OMB) is an independent, quasi-judicial administrative tribunal. Its principal responsibility is to hold public **hearings** or otherwise determine **appeals** from decisions made by Ontario municipalities and other decision-makers and to provide a decision. Most applications and appeals to the board involve disputes over **land use planning**, but a significant number also deal with **land compensation**, development charges, ward boundaries and **aggregate** resources. The board is affected by approximately 100 public statutes and more than 400 private statutes, including the Planning Act, the **Expropriations** Act and the Local Improvement Act. The Board of Negotiation acts as a mediator in negotiating a settlement when **real property** is expropriated and no agreement is reached on compensation. The property owner or the expropriating authority can request the services of the board.

Services offered to the Public:
Information Office
Ontario Municipal Board

ADMINISTRATION
15th Flr, 655 Bay St
Toronto M5G 1E5
(416)326-6800 (Information Office)
Fax (416)326-5370
www.omb.on.ca

The Board's Information Office provides information to the public on matters before the Ontario **Municipal** Board such as date and location of scheduled hearings, how appeals are launched and procedure at hearings. On request, the Board provides summons to witness forms (subpoenas) and **certification** of Board **documents**. Clients can request to view an OMB file(s) and a photocopy machine is available at a nominal charge.

Services offered to the Public:
Information Office
Ontario Municipal Board

ONTARIO RENTAL HOUSING TRIBUNAL
12th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7295
Toll Free 1-888-332-3234 (Public Information)
Fax (416)585-6363
8:30 - 4:30

The Ontario Rental **Housing** Tribunal is an independent agency which is responsible for resolving applications filed under the Tenant Protection Act. 20 offices across the province provide information about the Act, the tribunal's procedures and **landlord and tenant** matters. We also distribute forms and information brochures and conduct **hearings** to **adjudicate** landlord-tenant disputes.

Services offered to the Public:
Adjudication of Landlord/Tenant Applications
Landlord/Tenant Application Processing
Mediation

BARRIE CLIENT SERVICE OFFICE
Suite 403, 85 Bayfield St
Barrie L4M 3A7
General Inquiry 1-888-332-3234
Fax (705)739-6630

HAMILTON - SOUTHERN DISTRICT OFFICE
14th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry 1-888-332-3234
Fax (905)521-7870

KINGSTON CLIENT SERVICE OFFICE
The Ontario Government Ctr
Beechgrove Complex
51 Heakes Lane
Kingston K7M 9B1
General Inquiry 1-888-332-3234
Fax (613)563-7220

KITCHENER CLIENT SERVICE OFFICE
Suite 401, 30 Duke St
Kitchener N2H 3W5
General Inquiry 1-888-332-3234
Fax (519)571-5057

LONDON - SOUTHWESTERN DISTRICT OFFICE
2nd Flr, 150 Dufferin Ave
London N6A 5N6
General Inquiry 1-888-332-3234
Fax (519)679-7290

MISSISSAUGA - CENTRAL ONTARIO DISTRICT OFFICE
Suite 550, 4 Robert Speck Pky
Mississauga L4Z 1S1
General Inquiry 1-888-332-3234
Fax (905)279-7286

NORTH BAY CLIENT SERVICE OFFICE
Suite 105, 447 McKeown Ave
North Bay P1B 8L2
General Inquiry 1-888-332-3234
Fax (705)497-5544

OSHAWA CLIENT SERVICE OFFICE
28A Albert St
Oshawa L1H 8S5
General Inquiry 1-888-332-3234
Fax (905)433-5138

OTTAWA - EASTERN DISTRICT OFFICE
4th Flr, 255 Albert St
Ottawa K1P 6A9
General Inquiry 1-888-332-3234
Fax (613)787-4024

OWEN SOUND CLIENT SERVICE OFFICE
1077 Second Ave E
Owen Sound N4K 2H8
General Inquiry 1-888-332-3234
Fax (519)376-7956

PETERBOROUGH CLIENT SERVICE OFFICE
Suite S209, 300 Water St
Peterborough K9J 3C7
General Inquiry 1-888-332-3234
Fax (705)755-3011

ST CATHARINES CLIENT SERVICE OFFICE
9th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry 1-888-332-3234
Fax (905)704-3969

SUDBURY - NORTHERN DISTRICT OFFICE
Suite 1003, 199 Larch St
Sudbury P3E 5P9
General Inquiry 1-888-332-3234
Fax (705)564-4118

THUNDER BAY CLIENT SERVICE OFFICE
Suite 223, 435 James St S
Thunder Bay P7E 6S7
General Inquiry 1-888-332-3234
Fax (807)473-3077

TIMMINS CLIENT SERVICE OFFICE
The Ontario Government Complex
E Wing
Highway 101 E
Bag No 4010
South Porcupine P0N 1H0
General Inquiry 1-888-332-3234
Fax (705)235-1575

TORONTO EAST/DURHAM DISTRICT OFFICE
Unit 2, 2275 Midland Ave
Toronto M1P 3E7
General Inquiry 1-888-332-3234
Fax (416)314-8649

TORONTO NORTH DISTRICT OFFICE
Suite 402, 47 Sheppard Ave E
Toronto M2N 5X5
General Inquiry 1-888-332-3234
Fax (416)314-9567

TORONTO SOUTH DISTRICT OFFICE
8th Flr, 56 Wellesley St W
Toronto M7A 2J9
General Inquiry 1-888-332-3234
Fax (416)326-9838

TORONTO WEST CLIENT SERVICE OFFICE
Suite 200, 5464 Dundas St W
Toronto M9B 1B4
General Inquiry 1-888-332-3234
Fax (416)314-0797

WINDSOR CLIENT SERVICE OFFICE
6th Flr, 880 Ouellette Ave
Windsor N9A 1C7
General Inquiry 1-888-332-3234
Fax (519)973-1421

WATERFRONT REGENERATION TRUST
Suite 580, 207 Queen's Quay W
Toronto M5J 1A7
General Inquiry (416)314-9490
Fax (416)314-9497
8:30 - 5:00

The Waterfront Regeneration Trust is a provincial crown corporation established in June 1992, with a mandate to regenerate the Lake Ontario waterfront. This mandate reflects the strong public interest in protecting and restoring the ecological health; a sense of community; and the economic vitality of the waterfront. As a leading catalyst for waterfront regeneration, the Trust brings people, ideas and resources together to invest in the revitalization of waterfronts. Working with partners from all levels of government, the private sector and the community, the Trust coordinated over 80 projects. The backbone of this work is the Waterfront Trail. Over 300 kilometres, it stretches along the Lake Ontario waterfront from Niagara to Kingston, representing an investment by hundreds of partners from all walks of life.

ACTS

Barrie-Innisfil Annexation Act, 1981
Barrie-Vespra Annexation Act, 1984
Brantford-Brant Annexation Act, 1980
Building Code Act, 1992
City of Cornwall Annexation Act, 1974
City of Gloucester Act, 1980
City of Hamilton Act, 1975
City of Hazeldean-March Act, 1978
City of London Act, 1990
City of Nepean Act, 1978
City of Ottawa Road Closing & Conveyance Validation Act, 1981
City of Port Colborne Act, 1974
City of Sudbury Hydro-Electric Service Act, 1980
City of Thorold Act, 1975
City of Thunder Bay Act, 1968-69
City of Timmins-Porcupine Act, 1972
City of Toronto Act, 1997 (No. 2)
Commercial Tenancies Act
Community Economic Development Act, 1993
County of Haliburton Act, 1982
County of Oxford Act
County of Simcoe Act, 1993
Development Charges Act, 1997
District Municipality of Muskoka Act
District of Parry Sound Local Government Act, 1979
Elderly Persons' Housing Aid Act
Geographic Township of Hansen Act, 1986
Housing Development Act
Land Lease Statute Law Amendment Act, 1994
Line Fences Act
Local Government Disclosure of Interest Act, 1994

Local Improvement Act
London Middlesex Act, 1992
Ministry of Municipal Affairs and Housing Act
Moosonee Development Area Board Act
Municipal Act
Municipal Affairs Act
Municipal Arbitrations Act
Municipal Boundary Negotiations Act
Municipal Conflict of Interest Act
Municipal Corporations Quieting Orders Act
Municipal Elderly Residents' Assistance Act
Municipal Elections Act, 1996
Municipal Extra-Territorial Tax Act
Municipal Franchises Act
Municipal Interest and Discount Rates Act
Municipal Subsidies Adjustment Repeal Act, 1976
Municipal Tax Assistance Act
Municipal Tax Sales Act
Municipal Unemployment Relief Act
Municipal Works Assistance Act
Municipal and School Tax Credit Assistance Act
Municipality of Metropolitan Toronto Act
Municipality of Shuniah Act, 1936
North Pickering Development Corporation Act, 1974
Ontario Housing Corporation Act
Ontario Municipal Board Act
Ontario Municipal Employees Retirement System Act
Ontario Municipal Supports Grants Act
Ontario Planning and Development Act, 1994
Ottawa-Carleton Amalgamations and Elections Act, 1973
Planning Act
Police Village of St. George Act, 1980
Public Parks Act
Public Utilities Act
Public Utilities Corporations Act
Regional Municipalities Act
Regional Municipality of Durham Act
Regional Municipality of Haldimand-Norfolk Act
Regional Municipality of Halton Act
Regional Municipality of Hamilton-Wentworth Act
Regional Municipality of Niagara Act
Regional Municipality of Ottawa-Carleton Act
Regional Municipality of Ottawa-Carleton Land Acquisition Act, 1980
Regional Municipality of Peel Act
Regional Municipality of Sudbury Act
Regional Municipality of Waterloo Act
Regional Municipality of York Act
Rent Control Act, 1992
Rental Housing Protection Act
Residential Rent Regulations Act
Residents' Rights Act, 1994

Road Access Act
Roads and Fences Act
Rural Housing Assistance Act
Sarnia-Lambton Act, 1989
Shoreline Property Assistance Act
Social Housing Funding Act, 1997
Statute Labour Act
Tax Sales Confirmation Act, 1974
Tenant Protection Act, 1997
Territorial Division Act
Tom Longboat Act, 1980
Toronto District Heating Corporation Act, 1980
Toronto Islands Residential Community Stewardship Act, 1993
Town of Wasaga Beach Act, 1973
Township of North Plantagenet Act, 1976
Township of South Dumfries Act, 1989
Waterfront Regeneration Trust Agency Act, 1992
Wharfs and Harbours Act

MINISTER RESPONSIBLE FOR NATIVE AFFAIRS

ONTARIO NATIVE AFFAIRS SECRETARIAT

4th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4740
Fax (416)326-4017
8:30 - 5:00

The Ontario Native Affairs Secretariat supports the Minister Responsible for Native Affairs. The Secretariat: provides government-wide **Aboriginal** Affairs management support, policy development, and coordination; negotiates and settles Aboriginal **land claims**; represents Ontario in federally led Aboriginal self-government negotiations; works cooperatively with other ministries and governments, Aboriginal organizations, interested parties, the private sector, and general public to address Aboriginal matters.

ACTS

Indian Lands Act, 1924
Indian Lands Agreement Confirmation Act, 1989
Manitoulin, Barrie and Cockburn Islands Land Act, 1990

MINISTRY OF NATURAL RESOURCES

Whitney Block
99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)314-2000
http://www.mnr.gov.on.ca

The purpose of the Ministry of Natural Resources is to provide opportunities for resource development and outdoor recreation for the continuous economic and social benefit of the people of Ontario; and to administer, protect and conserve public lands and waters. The ministry's programs are concerned with the use of the physical resources of land, water, trees, fish, animals and certain minerals for resource utilization and recreation.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS SERVICES BRANCH

Whitney Block
Rm 3440, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)314-2101
Fax (416)314-2102
8:30 - 4:30

Communications Services Branch maintains records of the Ministry of Natural Resources news releases, speeches, factsheets and other publications, displays and audio-visual products produced by the branch. Mailing lists and fax numbers are also maintained to facilitate distribution. Films, video tapes, still photos and portable displays are maintained primarily for Ministry of Natural Resources use. Publications and video-cassettes are available to the public through the Natural Resource Information Centres in Toronto, Peterborough and through some local ministry offices.

MINING AND LANDS COMMISSIONER

24th Flr, 700 Bay St
PO Box 330
Toronto M5G 1Z6
General Inquiry (416)314-2320
Fax (416)314-2327

The Office of the **Mining** and Lands Commissioner is an independent administrative tribunal responsible for hearing and deciding **appeals** under legislation administered by the Ministries of Natural Resources and Northern Development and Mines, including the Mining Act, the **Conservation** Authorities Act, the **Aggregate** Resources Act and others.

CORPORATE SERVICES DIVISION

Whitney Block
6th Flr Rm 6540, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)314-1900
Fax (416)314-1901
8:30 - 4:30

The role of the Corporate Services Division is to enhance ministry program delivery by providing leadership, strategic advice and responsive result oriented services to clients.

This is accomplished by: giving timely, appropriate and cost effective business planning, financial, administrative, legal, human resource management, and audit and evaluation services; developing policy and giving advice on standards and guidelines, planning and management; and being the primary liaison with the central agencies of government for corporate policy and priorities and the functions associated with the Chief Administrative Officer.

CORPORATE AFFAIRS BRANCH
Whitney Block
Rm 6440, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)314-1915
Fax (416)314-1948

Corporate Affairs Branch provides the ministry with strategic advice and services in the area of business planning, central agency liaison, fiscal strategy and control, budget management, corporate priority agenda coordination, evaluation and audit. It also leads the review and implementation of the ministry's management and performance measure systems. Corporate Affairs Branch is a service oriented branch which relies on strong working relationships with the rest of the ministry to fulfill its mandate.

FINANCE AND ADMINISTRATION BRANCH
3rd Flr, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1855
Fax (705)755-2508
8:30 - 4:30

The Finance and Administration Branch is responsible for corporate financial administration and management support services, including accountable advance services, accounts payable, receivable (revenue), and divisional financial and program advice and analysis. The revenue function includes the control of collateral securities, records and reports on revenue from **timber** operations, sales and leases of Crown land, mining, aggregate, pits and quarries, provincial parks operations, fish and **wildlife** licences and sundry other cash receipts. The branch also provides corporate purchasing services, corporate capital asset and facilities management, and central supply and distribution.

HUMAN RESOURCES BRANCH
3rd Flr, 3000 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1284
Fax (705)755-2600
8:30 - 4:30

The Human Resources Branch works in an advisory capacity with line managers who have primary responsibility for personnel matters within their units. It establishes ministry personnel policies, procedures and appropriate classification and compensation levels for employees. The branch is also responsible for managing the redeployment of surplus employees, staffing, benefit policies, safety programs, Workers' Compensation, human resource planning, employee counselling, investigation of employee grievances and conflict of interest cases, French language services, continuous learning and all matters affecting

working conditions and performance. The branch also serves as a liaison between the ministry and the Human Resources Secretariat, Management Board of Cabinet and the Ontario Public Service Employees Union (OPSEU).

SPECIAL EMPLOYMENT PROGRAMS
Robinson Place
3rd Flr S, 300 Water St
Peterborough K9J 3C7
Toll Free 1-800-387-0777
8:30 - 4:30

The responsibility of the Special **Employment** Programs office is to provide **students** with work experience and education to improve their understanding and appreciation of integrated resource management. This can lead to opportunities for career progression within the Ministry of Natural Resources and resource-based industry. **Youth** employment opportunities are administered by the Human Resources Branch. The major youth initiatives are the Ranger Program, Summer Experience Program and Environmental Youth Corps. The Ontario Ranger Program is an outdoor summer work/educational experience in a camp environment geared to 17-year-old students who are interested in resource management. The Summer Experience Program is a skills-oriented training program for youth between the ages of 15 and 24 (29 if disabled), designed to develop transferable skills.

Services offered to the Public:
Ontario Ranger Program

LEGAL SERVICES BRANCH
Whitney Block
Rm 3420, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)314-2002
Fax (416)314-2030

The Legal Services Branch counsels the ministry on legal matters, including the interpretation of statutes and regulations, the preparation and review of proposed legislation regulations and other legal documents. The branch also supplies general legal services, such as preparing litigation, settling claims and acting at court hearings. The Legal Services Branch is responsible to the Attorney General's Office.

FIELD SERVICES DIVISION

Ontario Government Bldg
Suite 224, 435 South James St
Thunder Bay P7E 6E3
General Inquiry (807)475-1271
Fax (807)475-1503 (Thunder Bay)
Fax (416)314-2629 (Toronto)
8:30 - 4:30

Field Services Division is the ministry's front-line organization, responsible for implementing program delivery through its three regions and 25 districts. Area Teams, located in district offices and 17 area offices, includes staff from a range of resource management fields. In addition, the division includes the Aviation, Flood and Fire

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Management Branch and the Provincial Enforcement Section. The complex array of programs implemented by the Field Services Division range from managing natural resources (such as fisheries, **forests** and provincial lands) to managing the ministry's resources (including financial resources, the facilities and engineering infrastructure, equipment, vehicles and aircraft as well as the people that do the work). The offices and staff in Field Services Division provide the principle window into MNR for the public, clients and stakeholders.

AVIATION, FLOOD AND FIRE MANAGEMENT BRANCH
Roberta Bondar Place
Suite 400, 70 Foster Dr
Sault Ste Marie P6A 6V5
General Inquiry (705)945-5949
Fax (705)945-5960 (Flood And Fire Sections - 70 Foster Drive)
Fax (705)945-5959
Fax (705)945-6610 (Information Officer)

The Aviation, Flood and **Fire** Management Branch of the Ministry of Natural Resources provides: forest fire management services for the province including fire management policies and strategies, fire prevention and detection, and the basic resources for managing forest fires; aviation flight and maintenance crews and equipment in support of forest fire management, and other specialized aviation services, including non-scheduled air transport, to all government ministries and agencies; flood forecasting and warning and coordination of emergency planning for flood and fire.

NATIVE AFFAIRS UNIT
Robinson Place
5th Flr N, 300 Water St
PO Box 7000
Peterborough K9J 3C7
General Inquiry (705)755-1826
Fax (705)755-1372

The Native Affairs Unit provides leadership to the ministry in the development and evaluation of all land and natural resource management responsibilities as they relate to Native people and ensures Native issues are reflected and complemented in land and natural resource management decisions, policies and strategies. The Unit also liaises with Ontario's Native communities, the Ontario Native training and development initiatives, and negotiation and litigation efforts.

PROVINCIAL ENFORCEMENT SECTION
300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1751
Fax (705)755-1757

The Provincial **Enforcement** Section of Field Services Division provides assistance, advice and direction to ministry staff at all levels, on a variety of compliance and law enforcement matters. The section is responsible for the development, coordination and delivery of an Integrated Provincial Compliance Program which focuses on the promotion, monitoring and enforcement aspects of compliance. The section will liaise and network with other compliance and enforcement agencies, collect intelligence information on resource violators

at a regional and provincial level, review and provide direction on the execution of search warrants and coordinate the planning and execution of special investigations.

REGIONS (NORTHEAST, NORTHWEST, SOUTH CENTRAL)

The ministry's Regions (NE,NW,SC), listed separately, ensure coordinated delivery of programs on an ecologically sustainable basis. The regional directors lead, and are accountable for successful program delivery at both the regional and district level. Regional staff leads resource management, planning and development within the region. Their functions include: providing resource program coordination; providing specialized information and consultative advice regarding resource management issues, in support of district and area teams; developing strategic land-use and resource management plans for the region; approving resource management plans for each area; developing science and technology applications and transferring them to those who will use them; and providing engineering aviation, fire management and emergency response services. A number of regional program staff report to other divisions, but continue to be part of the regional team.

NORTHEAST REGION
Ontario Government Complex
Hwy 101 E
PO Bag 3020
South Porcupine P0N 1H0
General Inquiry (705)235-1157
Fax (705)235-1246

CHAPLEAU DISTRICT
190 Cherry St
Chapleau P0M 1K0
General Inquiry (705)864-1710
Fax (705)864-0681

FIRE MANAGEMENT
HEADQUARTERS - CHAPLEAU
(EAST FIRE REGION)
190-192 Cherry St
Chapleau P0M 1K0
General Inquiry (705)864-1710
Fax (705)864-1376

COCHRANE DISTRICT
2 Third Ave
PO Box 730
Cochrane P0L 1C0
General Inquiry (705)272-4365
Fax (705)272-7183

FIRE MANAGEMENT
HEADQUARTERS - COCHRANE
(EAST FIRE REGION)
2 Third Ave
PO Box 730
Cochrane P0L 1C0
General Inquiry (705)272-7141
Fax (705)272-4024 (Cochrane)
Fax (705)337-1371 (Hearst)

MOOSONEE AREA OFFICE
Ontario Government Bldg
Revillion Rd
PO Box 190
Moosonee P0L 1Y0
General Inquiry (705)336-2987
Fax (705)336-2983

EAST FIRE REGION
Unit 14A, 2621 Skead Rd
Postal Bag 500
Garson P3L 1W3
General Inquiry (705)564-6018
Fax (705)564-6033

HEARST DISTRICT
613 Front St
PO Box 670
Hearst P0L 1N0
General Inquiry (705)362-4346
Fax (705)362-7515 (Including Area West Area Team)

KAPUSKASING AREA OFFICE
RR 2, PO Box 220
Kapuskasing P5N 2Y3
General Inquiry (705)335-6191
Fax (705)337-1371 (Including Area East Area Team)

KIRKLAND LAKE DISTRICT
PO Box 129
Swastika P0K 1T0
General Inquiry (705)642-3222
Fax (705)642-9714

NORTH BAY DISTRICT
3301 Trout Lake Rd
North Bay P1A 4L7
(705)474-5550 (North Bay District)
Fax (705)475-5500 (Including Temagami And Tomiko Area Teams)
8:15 - 4:30

FIRE MANAGEMENT HEADQUARTERS - NORTH BAY (EAST FIRE REGION)
3301 Trout Lake Rd
North Bay P1A 4L7
General Inquiry (705)272-7141
Fax (705)475-5559

SAULT STE MARIE DISTRICT
64 Church St
Sault Ste Marie P6A 3H3
General Inquiry (705)949-1231
Fax (705)949-6450
8:00-4:30

BLIND RIVER AREA OFFICE
62 Queen Ave
PO Box 190
Blind River P0R 1B0
General Inquiry (705)356-2234
Fax (705)356-7441 (Including North Channel and Peshu Area Teams)
8:00 - 4:30

FIRE MANAGEMENT HEADQUARTERS - SAULT STE MARIE (EAST FIRE REGION)
875 Queen St E
PO Box 130
Sault Ste Marie P6A 5L5
General Inquiry (705)949-1231
Fax (705)949-6450

SUDBURY DISTRICT
Suite 5, 3767 Hwy 69 S
Sudbury P3G 1E7
General Inquiry (705)522-7823
Fax (705)522-7602 (Including Sudbury And Lower Spanish Area Teams)
8:15 - 4:30

ESPANOLA AREA OFFICE
148 Fleming St
Espanola P3E 1R8
General Inquiry (705)869-1330
Fax (705)869-4620
8:00 - 4:30

FIRE MANAGEMENT HEADQUARTERS - SUDBURY (EAST FIRE REGION)
Sudbury Airport Complex
Unit 14-A, 2621 Skead Rd
PO Box 3020
Garson P3L 1V4
General Inquiry (705)272-7141
Fax (705)693-5784

TIMMINS DISTRICT
896 Riverside Dr
Timmins P4N 3W2
General Inquiry (705)267-7951
Fax (705)360-2022 (Including Nighthawk and Mattagani Area Teams)

FIRE MANAGEMENT HEADQUARTERS - TIMMINS (EAST FIRE REGION)
896 Riverside Dr
Timmins P4N 3W2
General Inquiry (705)267-7951
Fax (705)267-1114 (Timmins)
Fax (705)642-3427 (Kirkland Lake)

GOGAMA AREA OFFICE
2000 Low Ave
PO Box 129
Gogama P0M 1W0
General Inquiry (705)894-2000
Fax (705)894-2040

WAWA DISTRICT
Hwy 101
PO Box 1160
Wawa P0S 1K0
General Inquiry (705)826-2396
Fax (705)856-7511

FIRE MANAGEMENT
HEADQUARTERS - WAWA (EAST FIRE REGION)
Hwy 101
PO Box 1160
Wawa P0S 1K0
General Inquiry (705)272-7141
Fax (705)856-4849

MANITOUWADGE AREA OFFICE
Postal Bag Service
Manitouwadge P0T 2C0
General Inquiry (807)826-3225
Fax (807)826-4631

NORTHWEST REGION
Ontario Government Bldg
Suite 221, 435 South James St
Thunder Bay P7E 6S3
General Inquiry (807)475-1261
Fax (807)473-3023
8:00 - 4:30

DRYDEN DISTRICT
479 Government Rd
PO Box 730
Dryden P8N 2Z4
General Inquiry (807)223-3341
Fax (807)223-2824

FIRE MANAGEMENT
HEADQUARTERS - DRYDEN (WEST FIRE REGION)
Ghost Lake Rd
PO Box 850
Dryden P8N 2Z5
General Inquiry (807)937-7321
General Inquiry (807)937-4402
Fax (807)937-7350
Fax (807)937-6060

IGNACE AREA OFFICE
Hwy 599
PO Box 448
Ignace P0T 1T0
General Inquiry (807)934-2233
Fax (807)934-2304

FORT FRANCES DISTRICT
922 Scott St
Fort Frances P9A 1J4
General Inquiry (807)274-5337
Fax (807)274-5553
Fax (807)274-4438

ATIKOKAN AREA OFFICE
108 Saturn Ave
Atikokan P0T 1C0
General Inquiry (807)597-6971
Fax (807)597-6185

FORT FRANCES FIRE MANAGEMENT HEADQUARTERS
922 Scott St
Fort Frances P9A 1J4
General Inquiry (807)274-8645

KENORA DISTRICT
808 Robertson St
PO Box 5080
Kenora P9N 3X9
General Inquiry (807)468-2501
Fax (807)468-2736

FIRE MANAGEMENT
HEADQUARTERS - KENORA (WEST FIRE REGION)
808 Robertson St
PO Box 5080
Kenora P9N 3X9
General Inquiry (807)548-1919
Fax (807)548-5412
8:00 - 4:30

NIPIGON DISTRICT
5 Wadsworth
PO Box 970
Nipigon P0T 2J0
General Inquiry (807)887-5000
Fax (807)887-2993

GERALDTON AREA OFFICE
208 Beamish Ave
PO Box 640
Geraldton P0T 1M0
General Inquiry (807)854-1030
Fax (807)854-0335

GERALDTON FIRE MANAGEMENT HEADQUARTERS
Operation Base
Hwy 11 Kemogamisis Lake
Box 640
Geraldton P0T 1M0
General Inquiry (807)854-0558

TERRACE BAY AREA OFFICE
PO Box 280
Terrace Bay P0T 2W0
General Inquiry (807)825-3205
Fax (807)825-9318

RED LAKE DISTRICT
227 Howey St
PO Box 5003
Red Lake P0V 2M0
General Inquiry (807)727-2253
Fax (807)727-3182 (Fire Headquarters)
Fax (807)727-2861 (District Office)

FIRE MANAGEMENT
HEADQUARTERS - RED LAKE (WEST FIRE REGION)
227 Howey St
PO Box 5003
Red Lake P0V 2M0
General Inquiry (807)727-2253
8:00 - 4:30

SIOUX LOOKOUT DISTRICT
Prince St
PO Box 309
Sioux Lookout P8T 1A6
General Inquiry (807)737-1140
Fax (807)737-1813
8:00 - 4:30

FIRE MANAGEMENT
HEADQUARTERS - SIOUX LOOKOUT (WEST FIRE REGION)
Prince St
PO Box 309
Sioux Lookout P0V 2T0
General Inquiry (807)737-1140

THUNDER BAY DISTRICT
Ontario Government Bldg
Suite B001, 435 James St S
Thunder Bay P7E 6S8
General Inquiry (807)475-1471
Fax (807)475-1527

FIRE MANAGEMENT
HEADQUARTERS - THUNDER BAY (WEST FIRE REGION)
Ontario Government Bldg
Suite B001, 435 James St S
Thunder Bay P7E 6S8
General Inquiry (807)475-4472

WEST FIRE REGIONAL OFFICE
Ghost Lake Rd
PO Box 850
Dryden P8N 2Z5
General Inquiry (807)937-4402
Fax (807)937-6060

SOUTH CENTRAL REGION
4th Flr S, 300 Water St
Peterborough K9J 3C7
General Inquiry (705)755-3228
Fax (705)755-3233

AURORA DISTRICT
50 Bloomington Rd W
RR2
Aurora L4G 3G8
General Inquiry (905)713-7400
Fax (905)713-7360

AYLMER DISTRICT
353 Talbot St W
Aylmer N5H 2S8
General Inquiry (519)773-9241
Fax (519)773-9014
Fax (519)773-4014 (Including Aylmer Area Team)
8:00 - 4:30

CHATHAM AREA OFFICE
1023 Richmond St W
Chatham N7M 5J5
General Inquiry (519)354-7340
Fax (519)354-0313
8:00 - 4:30

BANCROFT DISTRICT
Hwy 28 S
PO Box 500
Bancroft K0L 1C0
General Inquiry (613)332-3940
Fax (613)332-0608

MINDEN AREA OFFICE
Hwy 35 By-Pass
Minden K0M 2K0
General Inquiry (705)286-1521
Fax (705)286-4355

CENTRAL REGION SCIENCE AND TECHNOLOGY DEVELOPMENT UNIT
PO Box 3070
North Bay P1B 8K7
Fax (705)475-5570

GUELPH DISTRICT
1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4955
Fax (519)826-4929 (Including Waterloo-Wellington/Brant Area Team)
8:00 - 4:30

CLINTON AREA OFFICE
100 Don St
PO Box 159
Clinton N0M 1L0
General Inquiry (519)482-3428
Fax (519)482-5031

NIAGARA AREA OFFICE
4890 Victoria Ave N
PO Box 5000
Vineland L0R 2E0
General Inquiry (905)562-4147
Fax (905)562-1154

WATERLOO - WELLINGTON/ BRANT TEAM
605 Beaverdale Rd
PO Box 21048
Cambridge N3C 2W1

KEMPTVILLE DISTRICT
Provincial Government Bldg,
Concession Rd
PO Box 2002
Kemptville K0G 1J0
General Inquiry (613)258-8204
Fax (613)258-3920
8:00 - 4:30

KEMPTVILLE FIRE MANAGEMENT HEADQUARTERS
Concession Rd
PO Box 2002
Kemptville K0G 1J0
General Inquiry (613)258-8204
Fax (613)258-3920

MIDHURST DISTRICT
2284 Nursery Rd
Midhurst L0L 1X0
General Inquiry (705)725-7500
Fax (705)725-7584 (Including Simcoe East And Grey/Dufferin Area Teams)
8:00 - 4:30

OWEN SOUND AREA OFFICE
611- 9th Ave E
Owen Sound N4K 3E4
General Inquiry (519)376-3860
Fax (519)372-3305 (Including Grey/Bruce Area Team)
8:00 - 4:30

OWEN SOUND FIRE MANAGEMENT HEADQUARTERS
611 Ninth Ave E
Owen Sound N4K 3E4
General Inquiry (519)371-5294
Fax (519)327-3305

PARRY SOUND DISTRICT
7 Bay St
Parry Sound P2A 1S4
(705)746-4201 (Parry Sound District)
Fax (705)746-8828 (Including Park Sound Area Team)
Fax (705)645-8372 (Bracebridge)

BRACEBRIDGE AREA OFFICE
Hwy 11 N
PO Box 1138
Bracebridge P1L 1W9
General Inquiry (705)645-8747
Fax (705)645-8372

FIRE MANAGEMENT HEADQUARTERS - PARRY SOUND (EAST FIRE REGION)
7 Bay St
Parry Sound P2A 1S4
General Inquiry (705)746-4201
Fax (705)746-9740

PEMBROKE DISTRICT
Riverside Dr
PO Box 220
Pembroke K8A 6X4
General Inquiry (613)732-3661
Fax (613)732-2972

FIRE MANAGEMENT HEADQUARTERS - HALIBURTON (EAST FIRE REGION)
Wallings Rd
PO Box 120
Haliburton K0M 1S0
General Inquiry (705)457-2107
Fax (705)457-1884 (Haliburton)
Fax (613)732-2972 (Pembroke)

PETERBOROUGH DISTRICT
300 Water St
PO Box 6500
Peterborough K9J 8N1
General Inquiry (705)755-2001
(705)755-2000 (Client Service)

BELLEVILLE WORKCENTRE
c/o St James Whitney Complex
350 Dundas St W
Belleville K8P 1B2
General Inquiry (613)967-2823

KINGSTON AREA OFFICE
Ontario Government Bldg
Beechgrove Complex
798 King St W
PO Bag 7200
Kingston K9J 5S8
General Inquiry (613)531-5700
Fax (613)531-5730

LINDSAY WORKCENTRE
322 Kent St W
Lindsay K9V 4T7
Fax (705)324-7619

TWEED CLIENT SERVICES WORKCENTRE
Old Troy Rd
Postal Bag 70
Tweed K0K 3J0
General Inquiry (613)478-2330
Fax (613)478-1389

WINGHAM AREA OFFICE
RR5
Wingham N0G 2W0

HURON/PERTH AREA TEAM
RR 5
Wingham N0G 2W0
General Inquiry (519)357-3131
Fax (519)357-1292

NATURAL RESOURCES MANAGEMENT DIVISION

Whitney Block
Rm 6540, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)326-1234
Fax (416)314-1994
8:30 - 4:30

The Natural Resources Management Division provides leadership and direction for the Ministry's resource management business. The province's forest, fish, wildlife, parks, **Crown lands** and waters are the focus of the division's efforts. The division is also responsible for the delivery of certain natural resource management programs, including fish **hatcheries**, tree nurseries, the provincial parks system, and the management of the **Great Lakes**.

FISH AND WILDLIFE BRANCH

300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1939
Fax (705)755-1900

The Fish and **Wildlife** Branch is responsible for providing leadership and direction for the management of Ontario's **fisheries** and wildlife resources. The branch coordinates the development, implementation and improvement of fisheries and wildlife legislation, policies, programs, standards and related management mechanisms, including marketing and client services. In addition, it leads the development and implementation of fisheries and wildlife partnership programs. The branch also represents the ministry in initiatives to involve clients and stakeholders in management decisions related to these resources, and in provincial, national and international agencies and organizations that deal with these matters. The branch leads and directs the management of Great Lakes fisheries and is responsible for Ontario's fish culture operations. It also manages the Outdoors Card and licensing programs, associated information systems and "draws" related to allocation of wildlife resources.

FISH CULTURE STATIONS

BLUE JAY CREEK FISH CULTURE STATION
RR 1
Tehkumah P0P 2C0
General Inquiry (705)859-3006

CHATSWORTH FISH CULTURE STATION
PO Box 219
Chatsworth N0H 1G0
General Inquiry (519)794-2340

DORION FISH CULTURE STATION
RR 1
Dorion P0T 1K0
General Inquiry (807)857-2322

HARWOOD FISH CULTURE STATION
PO Box 79
Harwood K0K 2H0
General Inquiry (905)342-2860

HILLS LAKE FISH CULTURE STATION
RR 2
Englehart P0J 1H0
General Inquiry (705)544-8006

NORMANDALE FISH CULTURE STATION
RR 1
Vittoria N0E 1W0
General Inquiry (519)426-3142

NORTH BAY FISH CULTURE STATION
10521 Hwy 63
Redbridge P0H 2A0
General Inquiry (705)663-2311

RINGWOOD FISH CULTURE STATION
13232 Hwy 48
Stouffville L4A 7X3
General Inquiry (905)640-6204

TARENTORUS FISH CULTURE STATION
Fish Hatchery Rd
RR 5
Sault Ste Marie P6A 6J8
General Inquiry (705)949-7271

WHITE LAKE FISH CULTURE STATION
RR 2
Sharbot Lake K0H 2P0
General Inquiry (613)335-2115

FOREST MANAGEMENT BRANCH
Roberta Bondar Place
Suite 400, 70 Foster Dr
Sault Ste Marie P6A 6V5
General Inquiry (705)945-6661
Fax (705)945-6667

The role of Forest Management Branch (FMB) is to provide leadership and direction in the management of Ontario's forest resources. The branch coordinates the development and implementation of forest legislation, policies, programs, **standards** and related management mechanisms. The branch is currently leading the development and implementation of new forestry partnership programs, particularly the establishment of Sustainable Forest **Licences** (SFLs) on Crown Management Units and divestment of MNR tree nurseries. The branch leads the ministry in initiatives to involve clients and stakeholders in forest resource management decisions and leads MNR liaison with the forest industry. The Forest Management Branch also leads the ministry initiatives to establish and maintain mechanisms for evaluating forest management practices and enhancing competency to meet standards to ensure forest sustainability.

LAND USE PLANNING BRANCH
5th Flr, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1210
8:30 - 4:30

The **Land Use Planning** Branch is responsible for providing leadership, coordination and direction in ecological land use planning, natural resource allocation and protection through

land use, **watershed**, resource management and **municipal** planning. The branch coordinates the development, transfer and improvement of ecological land use and watershed planning, legislation, policies, programs, standards and related management mechanisms. In addition, it serves other branches and ministries in the areas of leadership and direction for the application of an ecosystem approach to natural resource management. The branch also provides socio-economic and resource management planning and expertise, as well as supply/allocation advice and expertise. The branch leads the ministry's "state-of-the-resource" reporting and ecological land use plans initiatives, and coordinates ministry responsibilities related to environmental assessment and the Environmental Bill of Rights.

LANDS AND NATURAL HERITAGE BRANCH
300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1204
Fax (705)755-1201
8:30 - 4:30

The Lands and Natural Heritage Branch is responsible for providing leadership and direction in the management of Ontario's land, **water**, natural heritage, **aggregate** and petroleum resources. The branch coordinates the development, implementation and improvement of legislation, policies, programs, standards and management mechanisms related to these resources. In addition, it leads the development and implementation of Crown land, water, natural heritage, aggregate and petroleum resources partnership programs. It also represents the ministry in initiatives to involve clients and stakeholders in managing the resources, and in provincial, national and international agencies and organizations that deal with these matters. The branch leads ministry liaison with **Conservation** Authorities, administers the program to protect Crown land title integrity, and leads programs to protect human life and property from land and water-related hazards.

ONTARIO PARKS
6th Flr, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-7275
Toll Free 1-800-667-1940
Fax (705)755-1701
8:30 - 4:30

Ontario **Parks** plans, protects, develops and operates Ontario's system of provincial parks. Ontario has a world renowned park system, made up of 265 parks covering 8.2 million hectares. These parks are managed on a sound ecological basis to protect representative and unique examples of Ontario's natural and cultural **heritage**. Parks provide opportunities to camp, canoe, hike, swim, picnic and learn about natural and cultural heritage. Some parks are primarily protecting areas of natural and cultural value. Many parks accept campsite reservations. Reservations are highly recommended for busy parks during July and August, especially for canoe trippers and backpackers. Operating seasons vary. Many parks operate only during the summer months. Call ahead to ensure that the park you want to visit is open. **Wheelchair** accessibility varies from park to park. Contact parks to determine what facilities and activities are accessible.

AARON
PO Box 730
Dryden P8N 2Z4
General Inquiry (807)938-6534

ALGONQUIN
PO Box 219
Whitney K0J 2M0
General Inquiry (705)633-5572
(705)633-5538 (Reservations)
Fax (705)633-5581

ARROWHEAD
RR 3
Huntsville P0A 1K0
General Inquiry (705)789-5105
Fax (705)789-1610

AWENDA
PO Box 973
Penetanguishene L0K 1P0
General Inquiry (705)549-2231
Fax (705)549-4792

BALSAM LAKE
RR 1
Kirkfield K0M 2B0
General Inquiry (705)454-1077
(705)454-3324 (Reservations)
Fax (705)454-2610

BASS LAKE
PO Box 2178
Orillia L3V 6S1
General Inquiry (705)326-7054
Fax (705)329-6028

BATCHAWANA BAY
PO Box 61
Batchawana Bay P0S 1A0
General Inquiry (705)882-2209
Fax (705)882-2124

BLUE LAKE
PO Box 730
Dryden P8N 2Z4
General Inquiry (807)227-2601
General Inquiry (807)223-3341

BON ECHO
RR 1
Cloyne K0H 1K0
General Inquiry (613)336-2228
Fax (613)336-2712

BONNECHERE
PO Box 220
Pembroke K8A 6X4
General Inquiry (613)757-2103
Fax (613)732-2972

BRONTE CREEK
1219 Burloak Dr
RR 2
Burlington L7R 3X5
General Inquiry (905)827-6911
Fax (905)637-4120

CALIPER LAKE
PO Box 188
Nestor Falls P0X 1K0
General Inquiry (807)484-2181

CARSON LAKE
PO Box 220
Pembroke K8A 6X4
General Inquiry (613)757-2103
Fax (613)732-2972

CHARLESTON LAKE
RR 4
Lansdowne K0E 1L0
General Inquiry (613)659-2065
Fax (613)659-2095

CHUTES
PO Box 37
Massey P0P 1P0
General Inquiry (705)356-2234 (Blind River Area Office Open Sept - April)
General Inquiry (705)865-2021
Fax (705)865-2992

CRAIGLEITH
RR 3
Collingwood L9Y 3Z2
General Inquiry (705)445-4467

DARLINGTON
RR 2
Bowmanville L1C 3K3
General Inquiry (905)436-2036
Fax (905)436-3729

DAWSON TRAIL
General Delivery
Atikokan P0T 1C0
General Inquiry (807)929-2571

DEVIL'S GLEN
PO Box 183
Wasaga Beach L0L 2P0
General Inquiry (705)429-2516

DRIFTWOOD
General Delivery
Stonecliffe K0J 1B0
General Inquiry (705)744-2276
(Sept - Apr)
General Inquiry (613)586-2553
Fax (705)744-0587

EARL ROWE
PO Box 872
Alliston L9R 1W1
General Inquiry (705)435-4331
Fax (705)435-4333

EMILY
RR 4
Omemee K0L 2W0
General Inquiry (705)799-5170
Fax (705)799-2433

ESKER LAKES
PO Box 129
Swastika P0K 1T0
General Inquiry (705)567-4849
(705)642-3222 (Off-Season)

FAIRBANK
Suite 901, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)966-0563
(Sept - Apr)
General Inquiry (705)866-0530
Fax (705)966-0565
(c/o Windy Lake Park)

FERRIS
PO Box 1409
Campbellford K0L 1L0
General Inquiry (613)653-2330

FINLAYSON POINT
c/o Temagami District Office
Lakeshore Dr
PO Box 38
Temagami P0H 2H0
General Inquiry (705)569-3622
(Sept - Apr)
General Inquiry (705)569-3205
Fax (705)569-2886

FITZROY
5201 Canon Smith Dr
Fitzroy Harbour K0A 1X0
General Inquiry (613)623-5159
Fax (613)623-8171

FOY
PO Box 220
Pembroke K8A 6X4
General Inquiry (613)757-2103
Fax (613)732-2972

FRONTENAC PARK
PO Box 11
Sydenham K0H 2T0
General Inquiry (613)376-3489
Fax (613)376-6905

FUSHIMI LAKE
PO Box 670
Hearst P0L 1N0
General Inquiry (705)362-4346
Fax (705)362-7515

GREENWATER
PO Box 730
Cochrane P0L 1C0
General Inquiry (705)272-6335
General Inquiry (705)272-4365

GRUNDY LAKE
RR 1
Britt P0G 1A0
(705)383-2286 (Reservations)
Fax (705)383-2437

HALFWAY LAKE
Suite 901, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)675-4120x328
(Sept - Apr)
General Inquiry (705)965-2702
(May - Sept)
General Inquiry (705)965-2702
Fax (705)682-3493 (May - Sept)
Fax (705)688-3086 (Sept - Apr)

INVERHURON
c/o MacGregor Point
PO Box 539
Port Elgin N0H 2C0
General Inquiry (519)389-9056
Fax (519)389-9057

IPPERWASH
RR 2
Grand Bend N0M 1T0
General Inquiry (519)243-2220
(519)243-3099 (Reservations)
Fax (519)243-3851

IVANHOE
PO Box 460
Chapleau P0M 1K0
General Inquiry (705)899-2644

JOHN E PEARCE
PO Box 9
Port Burwell N0J 1T0
General Inquiry (519)874-4691

KAKABEKA FALLS
Suite 221, 435 South James St
Thunder Bay P7E 6E3
General Inquiry (807)473-9231

KAP-KIG-IWAN
PO Box 129
Swastika P0K 1T0
General Inquiry (705)544-2050
(705)642-3222 (Off-Season)

KETTLE LAKES
896 Riverside Dr
Timmins P4N 3W2
General Inquiry (705)363-3511

KILLARNEY
General Delivery
Killarney P0M 2A0
General Inquiry (705)287-2900
(705)287-2800 (Reservations)
Fax (705)287-2893

KILLBEAR
PO Box 71
Nobel P0G 1G0
General Inquiry (705)342-5492
(705)342-5227 (Reservations)
Fax (705)746-8828

LADY EVELYN SMOOTHWATER
Lakeshore Rd
PO Box 38
Temagami P0H 2H0
General Inquiry (705)569-3622

LAKE NIPIGON
PO Box 970
Nipigon P0T 2J0
General Inquiry (807)885-3181

LAKE OF THE WOODS
RR 1
Sleeman P0W 1M0
General Inquiry (807)274-5337
Fax (807)274-4438

LAKE ON THE MOUNTAIN
RR 1
Picton K0K 2T0
General Inquiry (613)393-3319

LAKE ST PETER
General Delivery
Lake St Peter K0L 2K0
General Inquiry (613)338-5312
(Apr - Oct)
(613)332-3940 (Oct - Apr)
Fax (613)332-0608

LAKE SUPERIOR
PO Box 267
Wawa P0S 1K0
General Inquiry (705)856-2284
Fax (705)856-1333

LONG POINT
PO Box 99
Port Rowan N0E 1M0
General Inquiry (519)586-2133
Fax (519)586-3581

MACGREGOR POINT
RR 1
Port Elgin N0H 2C0
General Inquiry (519)389-9056
Fax (519)389-9057

MACLEOD
208 Beamish Ave W
PO Box 640
Geraldton P0T 1M0
General Inquiry (807)854-1030

MADAWASKA RIVER
PO Box 220
Pembroke K8A 6X4
General Inquiry (613)757-2103
Fax (613)732-2972

MARA
PO Box 2178
Orillia L3V 6S1
General Inquiry (705)326-4451
(705)326-7054 (Off-Season)

MARKS BURNHAM
c/o Serpent Mounds Provincial Park
RR 3
Keene K0L 2G0
General Inquiry (705)295-6879
Fax (705)799-2433

MARTEN RIVER
General Delivery
Marten River P0H 1T0
General Inquiry (705)892-2200
Fax (705)892-2147

MCRAE POINT
PO Box 2178
Orillia L3V 6S1
General Inquiry (705)325-7290
(705)326-7054 (Off-Season)

MIDDLE FALLS
Suite 221, 435 South James St
Thunder Bay P7E 6E3
General Inquiry (807)964-2097

MIKISEW
PO Box 400
South River P0A 1K0
General Inquiry (705)386-7762
Fax (705)789-1610

MISSINAIBI LAKE
PO Box 460
Chapleau P0M 1K0
General Inquiry (705)864-1710
(705)234-2222 (Off-Season)
Fax (705)864-0681

MISSISSAGI
c/o Blind River District Office
PO Box 190
Blind River P0R 1B0
(705)848-2806 (May - Sept)
(705)356-2234 (Sept - April)
Fax (705)356-7441

MURPHY'S POINT PARK
RR 5
Perth K7H 3C7
General Inquiry (613)267-5060
Fax (613)267-1741

NAGAGAMISIS
PO Box 670
Hearst P0L 1N0
General Inquiry (807)868-2254
(807)362-4346 (Off-Season)

NEYS
PO Bag 3
Terrace Bay P0T 2W0
General Inquiry (807)229-1624

NORTH BEACH
RR 3
Consecon K0K 1T0
General Inquiry (613)399-2030

OASTLER LAKE
RR 2
Parry Sound P2A 2W8
General Inquiry (705)378-2401
Fax (705)746-8828

OBATANGA
PO Box 1160
Wawa P0S 1K0
General Inquiry (807)882-2592
(807)856-2396 (Off-Season)

OJIBWAY
PO Box 309
Sioux Lookout P0V 2T0
General Inquiry (807)737-2033

OJIBWAY PRAIRIE NATURE RESERVE
Klondike Rd
PO Box 640
Wheatley N0P 2P0
General Inquiry (519)825-4659
Fax (519)825-7472

OUIMET CANYON
Suite 221, 435 South James St
Thunder Bay P7E 6E3
General Inquiry (807)977-2526

PAKWASH
Howey St
PO Box 5003
Red Lake P0V 2M0
General Inquiry (807)727-2253

PANCAKE BAY
PO Box 61
Batchawana Bay P0S 1A0
General Inquiry (705)882-2209
Fax (705)882-2124

PECHE ISLAND
PO Box 640
Wheatley N0P 2P0
General Inquiry (519)825-4659
Fax (519)825-7472

PETER'S WOODS NATURE RESERVE
RR 4
Omemee K0L 2W0
General Inquiry (705)799-5170
Fax (705)799-2433

PETROGLYPHS
Woodview Post Office
PO Box 500
Woodview K0L 3E0
General Inquiry (613)332-3940
(Nov - May)
General Inquiry (705)877-2552
(May - Nov)
Fax (613)332-0608 (Bancroft)

POINT FARMS
RR 5
Goderich N7A 3X9
General Inquiry (519)524-7124

POLAR BEAR
PO Box 190
Moosonee P0L 1Y0
General Inquiry (705)336-2987

PORT BRUCE
PO Box 9
Port Burwell N0J 1T0
General Inquiry (519)874-4691

PORT BURWELL
PO Box 9
Port Burwell N0J 1T0
General Inquiry (519)874-4691
Fax (519)874-4104

POTHOLES PROVINCIAL PARK
190 Cherry St
Chapleau P0M 1K0
General Inquiry (705)864-1710

PRESQU'ILE
RR 4
Brighton K0K 1H0
General Inquiry (613)475-2204
TTY (613)475-2204
Fax (613)475-4324

QUETICO
108 Saturn Ave
Atikokan P0T 1C0
General Inquiry (807)597-6971
(807)597-2735 (Reservations)
Fax (807)597-6185

RAINBOW FALLS
PO Bag 3
Terrace Bay P0T 2W0
General Inquiry (807)824-2298

RENE BRUNELLE
West Rd
RR 2
Kapuskasing P5N 2X8
General Inquiry (705)367-2692
(705)335-6191 (Off-Season)

RESTOULE
General Delivery
Restoule P0H 2R0
General Inquiry (705)729-2010
Fax (705)729-5428

RIDEAU RIVER
RR 4
Kemptville K0G 1J0
General Inquiry (613)258-2740
Fax (613)258-4432

ROCK POINT
PO Box 158
Dunnville N1A 2X5
General Inquiry (905)774-6642
Fax (905)774-3267

RONDEAU
RR 1
Morpeth N0P 1X0
General Inquiry (519)674-1750
(519)674-1770 (Reservations)
Fax (519)674-1755

RUSHING RIVER
810 Robertson St
PO Box 5160
Kenora P9N 3X9
General Inquiry (807)548-4351

SAMUEL DE CHAMPLAIN
PO Box 147
Mattawa P0H 1V0
General Inquiry (705)744-2276
Fax (705)744-0587

SANDBANKS
RR 1
Picton K0K 2T0
General Inquiry (613)393-3319
(613)969-8368 (Reservations)
Fax (613)393-3404

SANDBAR
PO Box 448
Ignace P0T 1T0
General Inquiry (807)934-2233

SAUBLE FALLS
RR 3
Wiarton N0H 2T0
General Inquiry (519)422-1952

SELKIRK
RR 1
Selkirk N0A 1P0
General Inquiry (519)776-2600

SERPENT MOUNDS
RR 3
Keene K0L 2G0
Fax (705)295-2433

SHARBOT LAKE
RR 2
Sharbot Lake K0H 2P0
General Inquiry (613)335-2814
Fax (613)335-2048

SIBBALD POINT
RR 2
Sutton West L0E 1R0
General Inquiry (905)722-8061
Fax (905)722-5416

SILENT LAKE
PO Box 500
Bancroft K0L 1C0
(613)339-2807 (Apr - Oct & Reservations)
(613)332-3940 (Oct - Apr)
Fax (613)332-0608

SILVER LAKE
RR 2
Maberly K0H 2B0
General Inquiry (613)268-2000
Fax (613)268-2473

SIOUX NARROWS
PO Box 5080
Kenora P9N 3X9
General Inquiry (807)226-5223

SIX MILE LAKE
PO Box 340
Coldwater L0K 1E0
(705)756-2746 (Apr - Oct)
(705)746-4201 (Oct - Apr)
Fax (705)756-4692

SLEEPING GIANT
Suite 221, 435 South James St
Thunder Bay P7E 6E3
General Inquiry (807)977-2526

SPRINGWATER
General Delivery
Midhurst L0L 1X0
General Inquiry (705)728-7393

STURGEON BAY
General Delivery
Point Au Baril P0G 1K0
(705)366-2521 (Apr - Oct Reservations)
Fax (705)383-2437

THE PINERY
RR 2
Grand Bend N0M 1T0
General Inquiry (519)243-2220
(519)243-3099 (Reservations)
Fax (519)243-3851

THE SHOALS
PO Box 460
Chapleau P0M 1K0
General Inquiry (705)864-1710
Fax (705)864-0681

TIDEWATER
PO Box 190
Moosonee P0L 1Y0
General Inquiry (705)336-2987

TRILLIUM WOODS NATURE RESERVE
PO Box 9
Port Burwell N0J 1T0
General Inquiry (519)874-4691

TURKEY POINT
PO Box 5
Turkey Point N0E 1T0
General Inquiry (519)426-3239
Fax (519)426-5268

VOYAGEUR
PO Box 130
Chute A Blondeau K0B 1B0
General Inquiry (613)674-2825
Fax (613)674-2829

WAKAMI LAKE
PO Box 460
Chapleau P0M 1K0
General Inquiry (705)864-1710

WASAGA BEACH
PO Box 183
Wasaga Beach L0L 2P0
General Inquiry (705)429-2516
Fax (705)429-7983

WHEATLEY
PO Box 640
Wheatley N0P 2P0
General Inquiry (519)825-4659
Fax (519)825-7472

WHITE LAKE
PO Box 1160
Wawa P0S 1K0
General Inquiry (807)822-2447

WINDY LAKE
Suite 901, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)966-2315
Fax (705)966-0565

WINISK RIVER
208 Beamish Ave W
PO Box 640
Geraldton P0T 1M0
General Inquiry (807)854-1030
Fax (807)854-0335

WOODLAND CARIBOU
Howey St
PO Box 5003
Red Lake P0V 2M0
General Inquiry (807)727-2253

SCIENCE AND INFORMATION RESOURCES DIVISION

Whitney Block
6th Flr, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)314-1533
Fax (416)314-1901 (Toronto)
Fax (705)755-1531 (Peterborough)
8:30 - 4:30

The Science and Information Resources Division provides leadership in the development and application of scientific knowledge, information management and information technology to enhance the ministry's ability to contribute to sustainable development of Ontario's natural resources. The division's mandate encompasses internal functions for the scientific community, natural resource program delivery, financial, administrative and human resources systems and processes. The division also has the provincial lead role in land related information for other governments and municipalities.

INFORMATION MANAGEMENT AND SYSTEMS BRANCH

2nd Flr, 300 Water St
Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-2156
(416)314-2000 (Natural Resource Information Centre)
Fax (705)755-2131
8:30 - 4:30

Information Management and Systems Branch is responsible for making available geographic information about Ontario's **land** mass and using sophisticated technologies for managing that information. Activities include the establishment and maintenance of a provincial geographic referencing system, geodesy, cadastral **surveys**, **cartography**, establishment and maintenance of the Provincial Digital Topographic Database, geographic information, geographic nomenclature, satellite and airborne **remote sensing**, and natural resource inventories. **Maps** are distributed by the ministry's Natural Resource Information Centre. District offices, listed under this ministry's Regions can also provide information.

DATA ADMINISTRATION SECTION

300 Water St
PO Box 7000
Peterborough K9J 8M5
(705)755-2159 (Natural Heritage Information Center)
Fax (705)755-2181
8:30 - 4:30

The Data Administration Section performs the operational and administrative functions associated with the ministry's natural resource data, topographical data and cartographic products. To support these responsibilities, the section maintains standards and provides consultative services on their use and implementation. The Data Administration and Operations Section consists of six business areas contained within four internal work Units. The Natural Heritage Information Centre (NHIC) maintains a permanent and dynamic atlas and data bank on the character, distribution and conservation status of natural areas, critical flora/fauna, communities and special features in Ontario. The products and services that the NHIC provides are used in support of land/**water** use planning and resource stewardship.

INFORMATION ACCESS SERVICES SECTION
2nd Flr, 300 Water St
Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1663
Fax (705)755-2131
Fax (705)755-1621 (Information & Privacy Coordinator)
8:30 - 4:30

The Information Access Services Section key responsibilities include the development and implementation of information access policy. This policy governs dissemination and access to the ministry's intellectual property. The other two key responsibilities of the section are the Natural Resource Information Centre (Peterborough and Queen's Park) and the Library.

NATURAL RESOURCES INFORMATION CENTRE - PETERBOROUGH
1st Flr, 300 Water St
Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-2000
French Phone 1-800-667-1840
Fax (705)755-1677

The Natural Resources Information Centre (NRIC) is a "one-stop" inquiry centre for both the public and the government. Information and **publications** are provided on Ontario's fish, **wildlife**, forestry, mineral resources, lands and **waters**, and provincial **parks**. The centre sells topographical Ontario basic mapping, aerial photos and forest resources inventory maps. **Travel** counselling is also provided to the public on provincial parks, **hunting**, fishing and outdoor **recreation** opportunities. The NRIC also houses the ministry reading room to provide public access to manuals and internal procedures used by the ministry.

NATURAL RESOURCES INFORMATION CENTRE - TORONTO
Macdonald Block
Rm M1-73, 900 Bay St
Toronto M7A 2C1
General Inquiry (416)314-2000 (Information On Fisheries, Fishing Licence Sales, Wildlife, Hunting Licences)
French Phone (416)314-1665
Toll Free 1-800-667-1940
Toll Free French 1-800-667-1840
Fax (705)755-1677 (Peterborough)

This Information Centre provides information on the Ministry of Natural Resources and Ontario's natural resources.

OFFICE OF THE SURVEYOR GENERAL
2nd Flr, 300 Water St
Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-2127
Fax (705)755-2181
8:30 - 4:30

The Office of the Surveyor General administers the **Surveys** Act, Surveyors Act and Ontario **Geographic Names** Board Act and regulations; manages surveying services; and

coordinates policy, priorities and development of programs in **geodetic services**, geographic names and Crown **land** surveying activities. The Provincial Georeferencing Unit (705-755-2132) coordinates the activities of the geodetic services and geographic names programs. The geodetic services program develops and publishes standards, guidelines and specifications for the performance of horizontal, vertical and three-dimensional surveys by surveyors; collects horizontal and vertical control survey network data for storage in the provincial horizontal control data bank (**COSINE**); maintains multipurpose control survey adjustment and analysis programs (**MANOR**, MANOR V); maintains the precise calibration base line database; and installs the precise geodetic Global Positioning System (GPS) markers and base stations.

INFORMATION TECHNOLOGY SERVICES BRANCH
Robinson Place North Tower
4th Flr, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1403
Fax (705)755-1496

The Information Technology Services Branch coordinates the provision of reliable and secure computer and telecommunications services, along with technical and client support, in a cost-effective manner.

SCIENCE DEVELOPMENT AND TRANSFER BRANCH
3rd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (905)832-7141
Fax (705)755-1563
Fax (905)832-7172

The Science Development and Transfer Branch provides leadership in the development, transfer and application of scientific and technical knowledge. It provides information and expertise to support program development, planning legislation and program direction. It also provides continuity from basic natural resources research, through applied research, to transfer to field staff for implementation.

NORTHEAST SCIENCE AND TECHNOLOGY
Hwy 101E
South Porcupine P0N 1H0
General Inquiry (705)235-1229
Fax (705)235-1251

NORTHWEST SCIENCE AND TECHNOLOGY
25th Side Rd
RR 1
Thunder Bay P7C 4T9
General Inquiry (807)939-3107
Fax (807)939-1841

LAKE NIPIGON FISHERIES ASSESSMENT UNIT
PO Box 970
Nipigon P0T 2J0
Fax (807)887-2993

LAKE OF THE WOODS FISHERIES ASSESSMENT UNIT
810 Robertson St
Kenora P9N 3X9
Fax (807)468-2737

QUETICO-MILLE LACS FISHERIES
ASSESSMENT UNIT
25th Side Rd
RR 1
Thunder Bay P7C 4T9
Fax (807)939-1841

REGIONAL FISH AND WILDLIFE
AGING UNIT
479 Government Rd
Dryden P8N 2Z4
Fax (807)223-2824

FISHERIES ASSESSMENT UNITS -
SOUTH CENTRAL SCIENCE
Hwy 11
Box 1138
Bracebridge P1L 1V3
General Inquiry (705)645-8747

ALGONQUIN FISHERIES
ASSESSMENT UNIT
Box 219
Whitney K0J 2M0
General Inquiry (613)637-2780
Fax (613)637-2864

HALIBURTON-HASTINGS FISHERIES
ASSESSMENT UNIT
Box 500
Bancroft K0L 1C0
General Inquiry (613)332-3940
Fax (613)332-1800

KAWARTHA LAKES FISHERIES
ASSESSMENT UNIT
322 Kent St W
Lindsay K9V 4T7
General Inquiry (705)324-1465
Fax (705)324-7619

LAKE SIMCOE FISHERIES
ASSESSMENT UNIT
RR 2
Sutton West L0E 1R0
General Inquiry (905)722-0250
Fax (905)722-3797

MUSKOKA LAKES FISHERIES
ASSESSMENT UNIT
Hwy 11
Box 1138
Bracebridge P1L 1V3
General Inquiry (705)645-8747
Fax (705)645-8372

SOUTH CENTRAL SCIENCE SECTION
300 Water St
Peterborough K9J 3C7
General Inquiry (705)755-3200
Fax (905)713-7456

BRACEBRIDGE
RR 2
Bracebridge P1C 1W9
General Inquiry (705)645-8747
Fax (705)645-8372

KEMPTVILLE
Concession Rd
PO Box 2002
Kemptville K0G 1J0
Fax (613)258-3920

LONDON
659 Exeter Rd
London N6E 1L3
Fax (519)661-2809

NORTH BAY
3301 Trout Lake Rd
North Bay P1A 4L7
Fax (705)475-5570

AGENCIES, BOARDS AND COMMISSIONS

ACADEMIC AND EXPERIENCE REQUIREMENTS COMMITTEE OF THE ASSOCIATION OF ONTARIO LAND SURVEYORS

1043 McNicoll Ave
Scarborough M1W 3W6
General Inquiry (416)491-9020
Fax (416)491-2576

The Academic and Experience Requirements Committee of the Association of Ontario **Land** Surveyors was established by Regulation 1026 under the Surveyors Act. The committee determines if applicants have met the requirements and qualifications for the issuance of a licence to practice cadastral surveying or the issuance of a certificate of **registration** as a member of the Association.

ALGONQUIN FORESTRY AUTHORITY

222 Main St W
Huntsville P1H 1Y1
General Inquiry (705)789-9647
Fax (705)789-3353

The Algonquin Forestry Authority is a Crown corporation responsible for maintaining an integrated resource management approach within Algonquin Provincial Park. The authority has been assigned the task of ensuring the viability of the local forest industry by managing and upgrading the quality of the forest and effectively utilizing its range of products. Maintaining a forest cover that satisfies the requirements of regeneration, aesthetics and preservation of diverse vegetation types is also the authority's responsibility. It preserves and protects the recreational values, fish and **wildlife** habitat, soil and **water** resources within the park.

COUNCIL OF THE ASSOCIATION OF ONTARIO LAND SURVEYORS

1043 McNicoll Ave
Scarborough M1W 3W6
General Inquiry (416)491-9020
Fax (416)491-2576

Established in 1892, the Council of the Association of Ontario Land Surveyors is the governing body and board of directors that manages and administers the affairs of the association. The Lieutenant-Governor appointees (lay councillors) are responsible for ensuring that the self-regulating professional body is serving and protecting the public interest.

CROWN TIMBER BOARD OF EXAMINERS

Suite 400, 70 Forest Dr
Sault Ste Marie P6A 6V5
General Inquiry (705)945-6643

The Crown **Timber** Board has three members and sets written and practical **examinations** in **wood** measurement to determine eligibility of and recommend candidates for scaler's **licences**.

FISH AND WILDLIFE ADVISORY BOARD
300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1939
8:30 - 4:30

The Fish and Wildlife Advisory Board is composed of eleven members. It provides advice to the Minister of Natural Resources on fish and wildlife revenue, and expenditures related to the fisheries and wildlife programs. It may also provide advice on policy and program direction as requested by the Minister.

ONTARIO FORESTRY COUNCIL
446 Heath St E
Toronto M4G 1B5
General Inquiry (416)696-1626

The Ontario Forestry Council recommends to the Minister of Natural Resources appropriate objectives, priorities and funding for forestry research in Ontario. Its ten members are chosen from universities, and the private and public sectors.

ONTARIO GEOGRAPHIC NAMES BOARD
300 Water St
PO Box 7000
Peterborough K9J 8M5
8:30 - 4:30

The Ontario **Geographic Names** Board investigates the background of geographic names and recommends names to be used on maps, subject to the approval of the Minister of Natural Resources.

ONTARIO MOOSE AND BEAR ALLOCATION ADVISORY COMMITTEE
6th Flr, 90 Sheppard Ave E
North York M2N 3A1
General Inquiry (416)314-1056
Fax (416)314-1049

The Ontario Moose and Bear Allocation Advisory Committee is an independent advisory committee to allocate moose and bear **hunting** opportunities provided by the Ministry of Natural Resources within the **tourism** industry in a manner which is ecologically sustainable and supports the economic viability of the industry in general and specific tourist establishments. The Committee provides advice to the Minister of Natural Resources.

OTTAWA RIVER REGULATION PLANNING BOARD
351 St. Joseph Blvd
Ottawa (Hull) J8Y 3Z5
General Inquiry (613)997-1735

The Ottawa River Regulation Planning Board has seven members and was established under the terms of a Canada-Ontario-Quebec Agreement. It is responsible for the preparation and continuing review of policies, guidelines and criteria for the integrated management of the principal reservoirs of the Ottawa River Basin in order to reduce flood damages along the river, its tributaries and in the Montreal area. It is also responsible for the

operation and coordination of inflow forecasting, flow routing and optimization models that will reduce flood damage while having the least possible impact on users of the basin.

RABIES ADVISORY COUNCIL
10401 Dufferin St
Box 5000
Maple L6A 1S9
General Inquiry (905)832-7110

The **Rabies** Advisory Council, established in 1979, advises the Minister on the development of suitable **vaccines** against rabies and an effective system for vaccinating wild animals. The six members are chosen from the academic community, and the fields of biology, health and agriculture. The secretary is a public servant with the Ministry of Natural Resources.

SHIBOGAMA INTERIM PLANNING BOARD
General Delivery
Wunnummin P0V 2Z0
General Inquiry (807)442-2559
Fax (807)442-2627

The Shibogama Interim Planning Board, created in 1993, advises the province on land use and resource development in an 11,131-square-kilometre area south of Big Trout Lake in northwestern Ontario. Half the board members represent the Province of Ontario; half represent the Kingfisher Lake First Nation and Wunnumin Lake First Nation.

WHITEDOG AREA RESOURCES COMMITTEE
808 Robertson St
PO Box 5080
Kenora P9N 3X9
General Inquiry (807)468-2533

The Whitedog Area Resources Committee, created in 1993, works with the Wabaseemoong Independent Nations (Whitedog) to design and implement a program of planned, managed and sustainable development within the Wabaseemoong Traditional Land Use Area (TLUA). The program is to be designed to ensure that Wabaseemoong shares in the benefits of such development. The TLUA is a 6,629-square-kilometre area northwest of Kenora.

WINDIGO INTERIM PLANNING BOARD
PO Box 299
Sioux Lookout P8T 1A3
General Inquiry (807)737-1585
Fax (807)737-3133

The Windigo Interim Planning Board, created in 1993, advises the province on land use and resource development in two areas totalling 15,959 square kilometres south of Big Trout Lake. Half the board members represent the Province of Ontario; half represent the Cat Lake First Nation and Weagamow First Nation.

ACTS

Aggregate Resources Act, 1989
Agreement Authorization Act, 1958

Algonquin Forestry Authority Act
Algonquin Provincial Park Extension Act, 1960-61
Arboreal Emblem Act, 1984
Beds of Navigable Waters Act
Canada Company's Lands Act, 1922
Conservation Authorities Act
Conservation Land Act
Crown Forest Sustainability Act
Crown Timber Act
Endangered Species Act
Fish Inspection Act
Fisheries Industrial Development Act
Fisheries Loans Act
Forest Fires Prevention Act
Forest Tree Pest Control Act
Forestry Act
Forestry Workers Employment Act
Forestry Workers Lien For Wages Act
Freshwater Fish Marketing Act (Ontario)
Game and Fish Act
Gananoque Lands Act, 1961-62
Gas and Oil Leases Act
Industrial and Mining Lands Compensation Act
Lac Seul Conservation Act, 1928
Lake of the Woods Control Board Act, 1922
Lakes and Rivers Improvement Act
Manitoba-Ontario Lake St. Joseph Diversion Agreement Authorization Act, 1958
Migratory Birds Convention Act (Canada) - Ontario Regulations
Mineral Emblem Act
Ministry of Natural Resources Act
National Radio Observatory Act, 1962-63
North Georgian Bay Recreational Reserve Act, 1962-63
Ontario Geographic Names Board Act
Ontario Harbours Agreement Act, 1962-63
Ottawa River Water Powers Act, 1943
Petroleum Resources Act
Provincial Parks Act
Public Lands Act
Seine River Diversion Act, 1952
Settlers' Pulpwood Protection Act
Spruce Pulpwood Exportation Act
Steep Rock Iron Ore Development Act, 1949
Surveyors Act
Surveys Act
Trees Act
Water Transfer Control Act
Wild Rice Harvesting Act
Wilderness Areas Act
Woodlands Improvement Act

MINISTRY OF NORTHERN DEVELOPMENT AND MINES

159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)670-7050 (Sudbury)
General Inquiry (416)327-0633 (Toronto)
Fax (705)670-7108 (Sudbury)
Fax (416)327-0634 (Toronto)
http://www.gov.on.ca/MNDM

The Ministry's mandate is to support northerners in their ongoing dialogue with the Government of Ontario and to work to develop a healthy business climate that encourages mineral investment and exploration. The Ministry's business plan identifies core businesses which will help build a strong and vibrant North and maintain core services for Ontario's mines and minerals industry.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS SERVICES BRANCH

Whitney Block
Rm 5630, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (705)670-7107 (Sudbury)
General Inquiry (416)327-6781 (Toronto)
Fax (705)670-7108 (Sudbury)
Fax (416)327-0634 (Toronto)
8:30 - 5:00

The Communications Services Branch informs the public, client groups and the news media about the ministry's activities, establishes communications policy for the ministry, advises other branches on communications issues and provides support to the Minister, Deputy Minister, Northern Ontario Heritage Fund Corporation and senior management. Activities include media liaison, special events coordination, managing briefing notes and contentious issues, answering public inquiries, producing and distributing news releases, speeches and strategic communications plans, as well as maintaining the Ministry's World Wide Web and Intranet sites.

VIDEOCONFERENCE

Suite 606, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)670-7111
Fax (416)327-0634 (Toronto)
Fax (705)670-7108 (Sudbury)
Fax (705)945-5932 (Sault Ste Marie)
8:30 - 5:00

Videoconferencing employs a system of cameras, microphones, speakers, electronics, TV monitors and telecommunication facilities that permits two or more individuals or groups, separated by distance, to carry on audio and video conversation.

CORPORATE POLICY SECRETARIAT
Whitney Block
Rm 5630, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)327-0633
Fax (416)327-0634
8:30 - 5:00

The Corporate Policy Secretariat is responsible for managing and developing the ministry's policy agenda on behalf of the Ministry Executive Committee. The unit gathers ongoing information/intelligence on the broad corporate policy environment, and assesses northern and mineral industry impacts of policies proposed by other ministries.

LEGAL SERVICES
Macdonald Block
Rm M2-17, 900 Bay St
Toronto M7A 1C3
General Inquiry (416)327-0645
Fax (416)327-0646

This office provides legal services to ministry officials and staff in relation to ministry programs and services.

BUSINESS PLANNING SECRETARIAT
Suite 705, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)670-7050
Fax (705)670-7057
8:30 - 4:30

The Business Planning Secretariat provides business planning advice and resource management services to enable the ministry to fulfill its mandate.

AUDIT SERVICES
Suite 704, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)670-7297
Fax (705)670-7294
8:30 - 4:30

Audit Services performs internal audit functions, such as reviewing and appraising the ministry's financial and management control systems and ascertaining compliance with ministry and government policies and procedures.

FINANCIAL AND ADMINISTRATIVE SERVICES
Suite 701, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)670-7340
Fax (705)670-7333
8:15 - 4:30

Financial and Administrative Services is responsible for providing corporate direction, policy interpretation and development in the areas of procurement and assets management,

facilities management, various office services (e.g., fleet and records management), and accounting and payroll services.

FINANCIAL PLANNING
Suite 705, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)670-7191
Fax (705)670-7043
8:15 - 4:30

Financial Planning coordinates the ministry's business planning and allocations process. It is also responsible for coordinating financial reporting for the ministry as required by the legislature and central agencies of the government.

HUMAN RESOURCES MANAGEMENT
Suite 702, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)670-7197
Fax (705)670-7213
8:30 - 4:30

Human Resources Management provides strategic advice, guidance and policy direction on issues of position administration, employee relations, recruitment and redeployment, compensation and benefits, succession planning, training and development, performance and career management, and occupational health and safety.

INFORMATION TECHNOLOGY MANAGEMENT
Suite 605, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)670-7070 (Help Desk)
Toll Free 1-800-461-3449 (Help Desk)
Fax (705)670-7099
8:15 - 4:30

Information Technology Management ensures that the full power of information technology is applied quickly and cost effectively to meet the ministry's business needs. Information Technology Management provides coordination, direction, interpretation, planning, implementation and project management support in the areas of policies and standards, technical infrastructure, network and desktop support, and application acquisition, development and maintenance.

MINES AND MINERALS DIVISION

Willet Green Miller Centre
Level B-6, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5755
Fax (705)670-5818
8:15 - 4:30

The Mines and Minerals Division is responsible for a number of activities and programs which are described in individual entries, e.g. , Mining Lands Section, Mines Group Section, Data Services Section, Information Services Section, Ontario Geological Survey Precambrian Geoscience Section, Ontario Geological Survey Resident Geologists' Section,

Ontario Geological Survey Sedimentary Geoscience Section, and Geoscience Laboratories. Refer to individual entries for descriptions.

DATA SERVICES SECTION
Level B4, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5778
Fax (705)670-5754
8:15 - 4:30

The Data Services Section assists the information gathering, access and distribution goals of the Mines and Minerals Division by developing and maintaining digital information standards, procedures, repositories and access methods; by operating digital data distribution channels; by working with the identified data stewards to assure cost effective accuracy, completeness and currency of the public digital databases of the division; by managing a digital data warehouse of geoscience and mining information with on-line, user friendly access; by providing off-line digital data distribution; by supporting regional stand-alone data access facilities; and by using Internet to facilitate self-help in information awareness, data access and acquisition.

Services offered to the Public:
Digital Data and Maps
Earth Resources Land Information System

GEOSCIENCE LABORATORIES SECTION
Willet Green Miller Centre
Level A-4, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5637
Fax (705)670-3047
8:15 - 4:30

The Geoscience **Laboratories** provide high quality geoanalytical data in support of the program of the Mines and **Minerals** Division and the minerals industry client groups. In particular, it provides a wide range of high quality mineralogical and elemental analysis services to the client group; advises prospectors and public; keeps pace with developments in geoanalytical methodologies and their applications; anticipates and responds to demands for improved procedures and develops capabilities accordingly; maintains a quality geoanalytical facility; and maintains a high profile with the international geoanalytical, geological and **geochemical** communities.

Services offered to the Public:
Geoscience Laboratories

INFORMATION SERVICES SECTION
Willet Green Miller Centre
Level B-6, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5838
Fax (705)670-5807
8:15 - 4:30

The **Information Services** Section's main functions are: to play a lead role in developing and advocating inititatives to create an improved climate for mineral **investment**; to market mineral exploration and development opportunities and provide the division's services through its business arm "GEO Enterprises Ontario"; to collect, house and publish information on the provinces' geological resources and the mineral sector; and to advocate protection of mineral deposits and areas of mineral potential from incompatible uses through **land use planning** and policy coordination.

Services offered to the Public:
Business Development Program
GEOEnterprises Ontario
Geoscience Library
Publication Sales

MINES LIBRARY
Willet Green Miller Centre
Level A-3, 933 Ramsey Lake Rd.
Sudbury P3E 6B5
General Inquiry (705)670-5615
Fax (705)670-5770
8:15 - 4:00

The Mines **Library** contains **publications** on **geology mining** and mineral resources. Its holdings include reports of the Ontario Geological Survey (from 1891), the Geological Survey of Canada (from 1845), other provincial geological **surveys**, the U.S. Geological Survey and surveys from individual states, reports and **maps** for Precambrian regions of the world, selected texts on geochemistry, geophysics, **engineering** geology, mineral economics and related topics. Special indexes, bibliographies and abstracts enable the user to access the collection. The Mines Library subscribes to over 200 scientific journals and maintains a large collection of geological and aeromagnetic maps covering Ontario. Photocopies are provided at a nominal charge.

PUBLICATION SALES
Willet Green Miller Centre
Level A3, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5691
Toll Free 1-888-415-9847 (Ontario Geological Survey)
Fax (705)670-5770
8:15 - 4:30

The Publication Sales Outlet is responsible for the sale of all Mines and **Minerals** Division **publications**, including Ontario Geological Survey reports and maps. Mail, fax, and

telephone orders should be directed to the sales outlet at 933 Ramsey Lake Road, Level A3, Sudbury, Ontario P3E 6B5. If you are ordering by mail or by fax, please call 1-888-415-9847 (toll-free inside Canada and the United States) or e-mail salespu@epo.gov.on.ca to confirm the publication price and the amount of shipping charges. Provincial sales tax applies to map orders from Ontario residents. The federal Goods and Services Tax applies to all orders from Canadian residents. Use of VISA or MasterCard ensures the fastest possible service. Cheques or money orders should be made payable to the Minister of Finance.

PUBLICATION SERVICES
Willet Green Miller Centre
Level B-4, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5838
Fax (705)670-5690
8:15 - 4:30

Publication Services is the publisher for the Ontario Geological Survey, editing and producing the results of the Survey's **research** in the form of reports and maps. The Interleaf text publishing system and Intergraph map publishing system enable **publications** to be distributed by the traditional offset printing method, by electronic distribution and through on-demand reproduction of hard copy. The electronic text and map files are being incorporated into the databases being constructed and managed by the Data Services Section. Publication Services is also responsible for the Publication Sales Office at the Willet Green Miller Centre in Sudbury.

MINES GROUP
Willet Green Miller Centre
Level B-4, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5787
Fax (705)670-5803
8:15 - 4:30

The Mines Group role is to encourage, promote and facilitate the sustained economic development of Ontario's mineral resources in an **environmentally** responsible manner; to administer Part VII of the **Mining** Act; to facilitate mineral development through the provision of a one-window approach to permitting and regulation; to identify new opportunities to expand Ontario's industrial mineral and dimension stone industries; to manage Ontario Prospectors Assistance Program in a fair and consistent manner; to ensure that mine sites are both developed and closed safely and in a manner consistent with sound environmental closure design; to assist the mining industry in meeting the requirements of the Mining Act and, in instances of non-cooperation, to achieve compliance in a fair, firm and professional manner; to strive to minimize risk to public health and **safety** and the environment due to features or hazards associated with inactive, abandoned and orphaned mine sites in Ontario.

Services offered to the Public:
Abandoned Mines Information
Commodities
Mine Closure Plans pursuant to Part VIII of the Mining Act

Mineral Development Program
Ontario Prospectors Assistance Program

NORTHEAST - MINERAL DEVELOPMENT OFFICE
Ontario Government Complex
Hwy 101 E
P.O. Bag 3060
South Porcupine P0N 1H0
General Inquiry (705)235-1625
Fax (705)235-1620
8:15 - 4:30

NORTHWEST - MINERAL DEVELOPMENT OFFICE
810 Robertson St
PO Box 5050
Kenora P9N 3X9
General Inquiry (807)468-2916
Fax (807)468-2930
8:15 - 4:30

MINING LANDS SECTION
Willet Green Miller Centre
Level B-6, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5841
Fax (705)670-5863
8 :15 - 4:30

The role of the Mining Lands Section is to provide orderly and equitable processes that ensure public access to Crown mineral rights for the exploration and potential development of mining lands; to consolidate and enhance the administration, registration and acquisition processes of mining lands in Ontario; to provide province-wide public, computerized access to mining lands information; to ensure that the administrative processes for the approval of client submitted assessment work provides the mineral exploration industry with a high quality geoscientific database for reference; to maximize the mining **land** tax and lease rental revenues; to continue the enhancement of the Mining Act and its Regulations in consultation with local prospectors' associations and the Minister's Mining Act Advisory Committee.

GEOSCIENCE ASSESSMENT OFFICE
Level B6, 933 Ramsey Lake Rd
Sudbury P3E 6B5
Toll Free 1-888-415-9846 (Assessment Work Enquiries)
Fax (705)670-5881
Toll Free Fax 1-877-670-1555
8:15 - 4:30

The Geoscience **Assessment** Office receives assessment work submissions for all types of assessment work filed to keep **mining** claims in good standing in Ontario. It determines if assessment work is eligible for recording, and ensures good quality data from this assessment work goes into the provincial geoscience database. It **records** notice of intention to perform assessment work. The office processes distributions of assessment

work from the reserve and claim bank. It determines eligibility of exploration expenditures. It notifies clients regarding deficiencies and reductions in assessment work, outlining the corrective action required, and time limits for response. It determines and maintains the industry standards for the evaluation of assessment work in a database. It also responds to inquiries about assessment work related issues and provides information, advice and assistance.

Services offered to the Public:
Administrates the Mining Act and Regulations

MINING LANDS DISPOSITIONS OFFICE
Level B6, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5847
8:15 - 4:30

Mining Lands Dispositions Office is responsible for administration and collection of Mining **Land** Tax, Mining Lease and License rentals. It maintains databases essential to the administration of all patented, leased and licensed Mining Lands in Ontario.

Services offered to the Public:
Mining Land Tax (Patented Mining Lands)
Mining Leases
Mining Licences of Occupation

PROVINCIAL RECORDING OFFICE
Willet Green Miller Centre
Level B-3, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5742
Toll Free 1-888-415-9845 (Mining Lands Products)
Toll Free 1-888-415-9844 (Mining Claims Inquiries)
Fax (705)670-5681
Toll Free Fax 1-877-670-1444
8:15 - 4:30

Provincial Recording Office provides orderly and equitable processes for the administration and **registration** of **mining** lands in Ontario, and provides province wide public computerized access to mining lands information through CCS.

Services offered to the Public:
Apply legal principles to determine if documents are acceptable for filing
Claim Maps
Claim Tags
Client Number
Commissioner of Oaths in the Province of Ontario under the Mining Act.
Consultation services on Mining Act and Regulation
Disputes/Hearings
Exclude time on unpatented claims for performance of work
Extensions of Time
Fax Service
Hearings regarding recommendations to revoke/suspend prospectors licenses
Issue Permanent Licence

Issue orders to move posts etc. to ensure integrity of land
Line Post Tags
Maintain & Provide Access to Documents Filed Under the Mining Act
Prepare Lease requisitions
Prospectors Licence
Provide CCS Services (Reports)
Recording Claims
Relief from Forfeiture
Renewal Prospectors Licence
Substitute/Duplicate Licence
Transfers of Recorded Mining Claims

KIRKLAND LAKE
4 Government Rd E
Kirkland Lake P2N 1A2
General Inquiry (705)567-9242
Fax (705)567-5621
8:15 - 4:30

RED LAKE
Ontario Government Bldg
227 Howey St
PO Box 324
Red Lake P0V 2M0
General Inquiry (807)727-3284
Fax (807)727-3553
8:15 - 4:30

SAULT STE MARIE
Suite 200, 70 Foster Drive
Sault Ste Marie P6A 6V8
General Inquiry (705)945-6925
Fax (705)945-6935
8:15 - 4:30

SUDBURY/TORONTO
Willet Green Miller Centre
Level B3, 933 Ramsey Lake Road
Sudbury P3E 6B5
Toll Free 1-888-415-9844
Fax (705)670-5681
Toll Free Fax 1-877-670-1444
8:15 - 4:30

THUNDER BAY
Suite B003, 435 James St S
Thunder Bay P7E 6E3
General Inquiry (807)475-1311
Fax (807)475-1124
8:15 - 4:30

TIMMINS
Ontario Government Complex
E Wing, Hwy 101 E
PO Box 3060
South Porcupine P0N 1H0
General Inquiry (705)235-1600
Fax (705)235-1610
8:15 - 4:30

ONTARIO GEOLOGICAL SURVEY - PRECAMBRIAN GEOSCIENCE
Willet Green Miller Centre
Level B7, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5758
Fax (705)670-5905
8:15 - 4:30

The Precambrian Geoscience Section of the Ontario Geological Survey is responsible for the geological and geophysical mapping of the bedrock and mineral deposits of the Precambrian Shield. Geological and geophysical field **surveys** and studies are published as regional bedrock **geology** and geophysical **maps** and reports describing the geology of specific areas. Geological field investigations are also carried out on known mineral deposits and occurrences and the immediate surroundings. Historic airborne magnetic and

electromagnetic geophysical data are maintained in digital and hardcopy format for analysis and distribution to clients.

Services offered to the Public:
Cooperative Bedrock Geological Program
Geophysics Program
Mineral Deposit Program
Precambrian Geology Program

ONTARIO GEOLOGICAL SURVEY - RESIDENT GEOLOGIST PROGRAM
Willet Green Miller Centre
Level B-4, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5778
Fax (705)670-5754
8:15 - 4:30

Through a network of 10 offices strategically located across the province, the role of the OGS's Resident Geologist's Program is to monitor, stimulate and facilitate the sustainable development of Ontario's mineral resources by providing expert geological consultation and advisory services to promote and stimulate mineral exploration; generating and transferring new geoscientific data and ideas; maintaining and providing public access to geoscience databases and other resource materials; monitoring and reporting on mineral exploration and develoment activity and issues affecting the **minerals** sector; providing input into **land** use planning issues to ensure continued access to high mineral potential areas, to maximize the land base available for mineral exploration and development, and to ensure public safety; and providing and/or participating in public forums to promote Ontario's minerals industry.

Services offered to the Public:
Access To and Use of Earth Resources & Land Information System (ERLIS)
Access to Assessment Files
Access to and use of Drill Core Library system
Access to and use of Resident Geologist office library
Access to and use of the Mineral Deposits Inventory database
In-office and in-field geological consultation and advisory services
Mineral Resource Assessments
Resident Geologist Program yearly Report of Activity

MINES AND MINERALS INFORMATION CENTRE
Macdonald Block
Rm M2-17, 900 Bay St
Toronto M7A 1C3
General Inquiry (416)314-3800
Toll Free 1-800-665-4480
Fax (416)314-3797
8:15 - 4:30

The Mines and **Minerals** Information Centre is open to the public. The Centre offers a reference **library**, access to the ERLIS database (Earth Resources **Land** Information

System) and purchase of Ontario geological **maps** and reports. Staff is available to answers questions.

NORTH EAST REGIONAL OFFICE
Ontario Government Complex
Hwy 101 E
PO Box 3060
South Porcupine P0N 1H0
General Inquiry (705)235-1615
Fax (705)235-1620
8:15 - 4:30

KIRKLAND LAKE
4 Government Rd E
Kirkland Lake P2N 1A2
General Inquiry (705)567-5242
Fax (705)567-5621
8:15 - 4:30

SAULT STE MARIE
Suite 200, 70 Foster Drive
Sault Ste Marie P6A 6V8
General Inquiry (705)945-6931
Fax (705)945-6934
8:15 - 4:30

SOUTH PORCUPINE/TIMMINS
Ontario Government Complex
Hwy 101 E
PO 3060
South Porcupine P0N 1H0
General Inquiry (705)235-1615
Fax (705)235-1620

SUDBURY
B3, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5735
Fax (705)670-5681
8:15 - 4:30

NORTH WEST REGIONAL OFFICE
Suite B002, 435 South James St
Thunder Bay P7E 6E3
General Inquiry (807)475-1331
Fax (807)475-1112
8:15 - 4:30

KENORA
810 Robertson St
PO Box 5050
Kenora P9N 3X9
General Inquiry (807)468-2813
Fax (807)468-2823
8:15 - 4:30

RED LAKE
Ontario Government Bldg
227 Howey St
PO Box 324
Red Lake P0V 2M0
General Inquiry (807)727-3272
Fax (807)727-3553
8:15 - 4:30

SIOUX LOOKOUT
62 Queen St
PO Box 3000
Sioux Lookout P8T 1C6
General Inquiry (807)737-2037
Fax (807)737-3419
8:15 - 4:30

THUNDER BAY NORTH
Ontario Government Bldg
Suite B002, 435 South James St
Thunder Bay P7E 6E3
General Inquiry (807)475-1332
Fax (807)475-1112
8:15 - 4:30

THUNDER BAY SOUTH
Ontario Government Bldg
Suite B002, 435 South James St
Thunder Bay P7E 6E3
General Inquiry (807)475-1102
Fax (807)475-1112
8:15 - 4:30

SOUTHERN ONTARIO - TWEED

Old Troy Rd
Bag Service 43
Tweed K0K 3J0
General Inquiry (613)478-3161
Fax (613)478-2873
8:15 - 4:30

ONTARIO GEOLOGICAL SURVEY - SEDIMENTARY GEOSCIENCE SECTION

Willet Green Miller Centre
Level B-7, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5758
Fax (705)670-5905
8:15 - 4:30

The Ontario Geological Survey, Sedimentary Geoscience Section provides mapping and **geochemical** investigation of Ontario's Quaternary and Paleozoic-age materials and sediments within areas of high mineral potential in order to assist exploration and provide a framework for mineral development. This section has four key programs: Surficial Geochemical Program, Quaternary Mapping Program, Paleozoic Mapping Program and the **Aggregate** Inventory Program.

Services offered to the Public:
Aggregate Mapping Program
Paleozoic Mapping Program
Quaternary Mapping Program
Surficial Geochemical Program

NORTHERN DEVELOPMENT DIVISION

Roberta Bondar Place
Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V8
General Inquiry (705)945-5900
Toll Free 1-800-461-2287
Fax (705)945-5931
8:30 - 5:00

The Northern Development Division is comprised of the Program and Service Delivery Branch, Regional Economic Development Branch, Trade and Investment Marketing Branch, Programs and Transportation Branch, Northern Services Implementation Team, Regional Service Delivery Restructuring Project and the Northern Ontario Heritage Fund Corporation. The division is responsible for economic development for Northern Ontario and for the delivery of a variety of government programs and/or services in the north relating to **community**/regional economic development, transportation and community infrastructure.

NORTHERN ONTARIO HERITAGE FUND CORPORATION
Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V8
General Inquiry (705)945-6700
Toll Free 1-800-461-8329
Fax (705)945-6701 (Sault Ste. Marie)
Fax (807)468-2930 (Kenora)
8:30 - 4:45

The **Northern Ontario** Heritage Fund Corporation (**NOHFC**) has a mandate to improve Northern Ontario's **telecommunications** and **transportation** infrastructure, develop and market regional **tourism** projects, and support strategic partnerships which will stimulate a wide variety of economic opportunities across the North. Forms of assistance available through the NOHFC will include conditional contributions, forgivable performance **loans**, incentive term loans and loan guarantees. Contact the corporations head office, or any Ministry of Northern Development and Mines office in the appropriate area.

Services offered to the Public:
Infrastructure Program
Strategic Partnership Program
Tourism Program

NORTHERN SERVICES IMPLEMENTATION TEAM
Suite 601, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)670-7036
Fax (807)475-1589 (Thunder Bay)
Fax (705)356-2600 (Blind River)
Fax (705)494-4069 (North Bay)
Fax (705)670-7313 (Sudbury)

The secretariat was established within the Ministry of Northern Development and Mines in September 1997, to lead the inter-ministry coordination of the transfer of responsibilities for service delivery to local **municipalities** in **Northern Ontario**. A team of individuals located across the north are working with local stakeholders on a municipality by municipality basis and in unincorporated communities to provide guidance, advice and training as their roles expand to take on additional service delivery responsibilities and to establish area wide service delivery consolidation through optional Area Service Boards, once appropriate legislation is put in place.

PROGRAM AND SERVICE DELIVERY
Ontario Government Complex
E Wing, Hwy 101 E
PO Bag 3060
South Porcupine P0N 1H0
General Inquiry (705)235-1650
Fax (705)235-1660 (Timmins)

The Program and Service Delivery unit is staffed by Northern Development Officers and Client Services Advisers located in 32 communities in **Northern Ontario**. The unit provides **business** consultation services and support in the area of finance, marketing and

exporting for local businesses. The unit provides customer service support by responding to front counter and telephone requests for assistance/information regarding federal and provincial programs. Brochures on various federal and provincial programs are available. A zenith line for telephone inquiries from outlying areas will connect clients to the closest Program and Service Delivery office. The unit is responsible for the delivery of the Summer **Jobs** Service Program and administration of the Local Services Boards Act.

Services offered to the Public:
Business Consulting
Summer Jobs Service

ATIKOKAN
Voyageur Mall
PO Box 940
Atikokan P0T 1C0
General Inquiry (807)597-2701
Zenith 33160
Fax (807)597-1544
8:15 - 4:30

BLIND RIVER
Ontario Government Bldg
62 Queen Ave
PO Box 760
Blind River P0R 1B0
General Inquiry (705)356-2226
Zenith 33160
Fax (705)356-2600
8:15 - 4:30

CHAPLEAU
190 Cherry Street
PO Box 488
Chapleau P0M 1K0
General Inquiry (705)864-1515
Zenith 33160
Fax (705)864-0681
8:15 - 4:30

COCHRANE
161 Sixth Ave
PO Box 668
Cochrane P0L 1C0
General Inquiry (705)272-4274
Zenith 33160
Fax (705)272-3489
8:15 -4:30

DRYDEN
479 Government Road
P.O. Bag 3000
Dryden P8N 3B3
General Inquiry (807)223-8500
Fax (807)223-8502
8 :15- 4:30

ELLIOT LAKE
50 Hillside Dr N
Elliot Lake P5A 1X4
General Inquiry (705)848-7133
Zenith 33160
Fax (705)848-2408
8:15 - 4:30

ESPANOLA
Suite 2, 148 Fleming Street
Espanola P5E 1R8
General Inquiry (705)869-1532
Zenith 33160
Fax (705)869-5602
8:15 - 4:30

FORT FRANCES
283 Church St
Fort Frances P9A 1C7
General Inquiry (807)274-5329
Zenith 33160
Fax (807)274-2768
8:15 - 4:30

GERALDTON
208 Beamish Avenue West
PO Box 69
Geraldton P0T 1M0
General Inquiry (807)854-0266
Zenith 33160
Fax (807)854-0335
8:15 - 4:30

HEARST
904 George St
PO Box 1688
Hearst P0L 1N0
General Inquiry (705)362-4358
Zenith 33160
Fax (705)362-7011
8:15 - 4:30

IGNACE
Hwy 599 at Hwy 17
P.O. Box 196
Ignace P0T 1T0
General Inquiry (807)934-2260
Zenith 33160
Fax (807)934-6569
8:15 - 4:30

IROQUOIS FALLS
260 Main St
PO Box 460
Iroquois Falls P0K 1G0
General Inquiry (705)232-4001
Zenith 33160
Fax (705)232-6553
8:15 - 4:30

KAPUSKASING
Ontario Government Bldg
West Rd
RR 2
Kapuskasing P5N 2X8
General Inquiry (705)335-6008
Zenith 33160
Fax (705)335-8765
8:15 - 4:30

KENORA
810 Robertson St
PO Box 5050
Kenora P9N 3X9
General Inquiry (807)468-2803
Zenith 33160
Fax (807)468-2941
8:15 - 4:30

KIRKLAND LAKE
10 Government Rd E
PO Box 100
Kirkland Lake P2N 3M6
General Inquiry (705)567-3291
Zenith 33160
Fax (705)567-5066
8:15 - 4:30

MANITOUWADGE
Manitou Rd
PO Box 1168
Manitouwadge P0T 2C0
General Inquiry (807)826-3227x249
Zenith 33160
Fax (807)826-4592
10:00 - 3:00

MARATHON
2 Stevens Ave
PO Box 280
Marathon P0T 2E0
General Inquiry (807)229-1153
Zenith 33160
Fax (807)229-1592
8:15 - 4:30

MINDEMOYA
King & Young St
PO Box 128
Mindemoya P0P 1S0
General Inquiry (705)377-5396
Zenith 33160
Fax (705)377-5280
8:15 - 4:30

MOOSONEE
5 First Street
PO Box 307
Moosonee P0L 1Y0
General Inquiry (705)336-2991
Zenith 33160
Fax (705)336-2853
8:15 - 4:30

NEW LISKEARD
310 Whitewood Ave
PO Box 68
New Liskeard P0J 1P0
General Inquiry (705)647-7391
Zenith 33160
Fax (705)647-8462
8:15 - 4:30

NIPIGON
5 Wadsworth Drive
PO Box 8
Nipigon P0T 2J0
General Inquiry (807)887-3230
Zenith 33160
Fax (807)887-2993
10:00 - 3:00

NORTH BAY
147 McIntyre St W
North Bay P1B 2Y5
General Inquiry (705)494-4164
Zenith 33160
Fax (705)494-4069
8:15 - 4:30

PARRY SOUND
70 Church St
Parry Sound P2A 1Y9
General Inquiry (705)746-4296
Zenith 33160
Fax (705)746-2033
8:15 - 4:30

RAINY RIVER
408 Atwood Ave
PO Box 430
Rainy River P0W 1L0
General Inquiry (807)852-3287
Zenith 33160
Fax (807)852-3938
8:15 - 4: 30

RED LAKE
227 Howey St
PO Box 950
Red Lake P0V 2M0
General Inquiry (807)727-2870
Zenith 33160
Fax (807)727-2946
8:15 - 4:30

SAULT STE MARIE
Roberta Bondar Place
Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V8
General Inquiry (705)945-5838
Fax (705)945-5931
8:30 - 4:30

SIOUX LOOKOUT
62 Queen St
PO Box 147
Sioux Lookout P8T 1A2
General Inquiry (807)737-1318
Zenith 33160
Fax (807)737-3419
8:15 - 4:30

STURGEON FALLS
94A King St
PO Box 1930
Sturgeon Falls P0H 2G0
General Inquiry (705)753-2900
Zenith 33160
Fax (705)753-2717
8:15 - 4:30

SUDBURY
Suite 601, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)670-7308
Fax (705)670-7313
8:15 - 4:30

THUNDER BAY
Ontario Government Bldg
Suite 332, 435 South James St
Thunder Bay P7E 6S7
General Inquiry (807)475-1425
Fax (807)473-3051
8:15 - 4:30

TIMMINS
Ontario Government Bldg
E Wing, Hwy 101 E
PO Bag 3060
South Porcupine P0N 1H0
General Inquiry (705)235-1650
Fax (705)235-1660
8:15 - 4:30

WAWA
27 Gold St
PO Box 1370
Wawa P0S 1K0
General Inquiry (705)856-2354
Zenith 33160
Fax (705)856-4451
8:15 - 4:30

PROGRAMS AND TRANSPORTATION
Suite 601, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)670-7051
Fax (705)670-7031 (Sudbury)
Fax (807)475-1589 (Thunder Bay)
Fax (807)468-2930 (Kenora)
8:30 - 4:30

Programs and Transportation recommends policies and programs designed to address Northern needs and circumstances; evaluates existing and proposed initiatives, e.g., transportation; communicates special northern circumstances to other ministries; and identifies and addresses emerging northern issues. The Transportation Program is undertaken in cooperation with the Ontario Ministry of Transportation and the Ontario Northland Transportation Commission (ONTC). The Transportation Program includes a variety of programs directed towards the provision of capital infrastructure and passenger services.

Services offered to the Public:
Aboriginal Community Capital Infrastructure
Access Roads
Canada/Ontario Infrastructure Works
Health and Social
Logistics Consulting
Northern Roads Remote Airports
Winter Roads

TRANSPORTATION - SAULT STE MARIE
Roberta Bondar Place
Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V8
General Inquiry (705)945-5929
Fax (705)945-5931

TRANSPORTATION - SUDBURY
Suite 601, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)670-7032
Fax (705)670-7063
8:30 - 4:30

REGIONAL ECONOMIC DEVELOPMENT BRANCH
Suite 601, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)670-7138
Fax (705)670-7155 (Director's office)
8:15 - 4:30

The Regional **Economic** Development Branch is comprised of six integrated area teams and one Regional Economic Development Unit (REDU). The Area Teams are the focal point for service delivery in the key economic sectors of the north. The teams can also be accessed through the Ministry of Northern Development and Mines (MNDM) network of Northern Development Officers. Located throughout Northern Ontario, the teams provide clients with one-stop access to economic development services. The Regional Economic Development Unit coordinates input from the area teams, liaises with line ministries, undertakes research and analysis on broad economic trends and pan-northern initiatives. The integrated approach allows MNDM to more effectively support economic development initiatives in the North by providing a wide range of products and services. This Branch is also responsible for the administration of six Business Self-Help Offices located throughout the North.

Services offered to the Public:
Business Consulting
Business Self-Help Offices
Community Development
Leadership Development
Northern Ontario Heritage Fund
Organization Development
Rural Job Strategy Fund
Tourism Consulting
Veterinary Assistance Program

AREA TEAMS

The Area Teams are the focal point for service delivery in the key economic sectors of the North. The teams can also be accessed through MNDM's network of Northern Development Offices. Located throughout **Northern Ontario**, the teams provide clients with one-stop access to economic development services

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For information on "Services offered to the Public" see our web site at www.gov.on.ca

KENORA AND AREA
810 Robertson St
PO Box 5050
Kenora P9N 3X9
General Inquiry (807)468-2937
Fax (807)468-2930 (Kenora)
Fax (807)223-8502 (Dryden)
8:15 - 4:30

NORTH BAY AND AREA
1st Flr, 147 McIntyre St W
North Bay P1B 2Y5
General Inquiry (705)647-7391
Fax (705)647-8462 (New Liskeard)
Fax (705)494-4069 (North Bay)
8:15 - 4:30

SAULT STE MARIE AND AREA
Roberta Bondar Place
Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V8
General Inquiry (705)945-5914
Fax (705)945-5931
8:30 - 4:45

SUDBURY AND AREA
Suite 601, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)670-7145
Fax (705)670-7155
8:15 - 4:30

THUNDER BAY AND AREA
Suite 332, 435 South James St
Thunder Bay P7E 6S7
General Inquiry (807)475-1648
Fax (807)475-1589
8:15 - 4:30

TIMMINS AND AREA
Ontario Government Complex
E Wing, Hwy 101 E
PO Bag 3060
South Porcupine P0N 1H0
General Inquiry (705)235-1664
Fax (705)235-1660
8:15 - 4:30

BUSINESS SELF-HELP OFFICES

Business Self-Help Offices have been established in partnership with local economic development organizations in Thunder Bay, Sault Ste Marie, Sudbury, North Bay, Haileybury and Timmins in order to encourage and simplify business start-up. The Self-Help Office located in Sudbury, has become a Regional Business Centre and provides expanded services to assist new and existing businesses. The Self-Help Offices provide free information and advisory services for anyone wanting to start their own business. They offer a comprehensive **library** of small business start-up resource material, as well as introductory consultations on preparing a business plan, managing a new business, rules and **regulations** governing new businesses and information on government assistance programs and other sources of help.

ALGOMA BUSINESS
SELF-HELP OFFICE
3rd Flr, 99 Foster Dr
Sault Ste Marie P6A 5N1
General Inquiry (705)759-5461
Toll Free 1-800-565-4507
Fax (705)759-2185
8:30 - 4:30

NIPISSING/PARRY SOUND
BUSINESS SELF-HELP OFFICE
200 McIntyre St E
PO Box 360
North Bay P1B 8H8
General Inquiry (705)474-0400
Toll Free 1-800-465-6892
Fax (705)474-4493
8:30 - 4:30

SUDBURY REGIONAL
BUSINESS CENTRE
Tom Davies Square
200 Brady St
Sudbury P3E 5K3
General Inquiry (705)688-7582
Toll Free 1-800-668-7582
Fax (705)671-6767
8:30 - 4:30

THUNDER BAY AND AREA
BUSINESS SELF-HELP OFFICE
Suite 102, 200 Syndicate Avenue South
Thunder Bay P7E 1C9
General Inquiry (807)625-3972
Toll Free 1-800-668-9360
Fax (807)623-3962
8:30 - 4:30

TIMISKAMING DISTRICT
BUSINESS SELF-HELP OFFICE
467 Ferguson Ave
PO Bag M
Haileybury P0J 1K0
General Inquiry (705)672-5155
Toll Free 1-800-361-2281
Fax (705)672-5959
8:30 - 4:30

TIMMINS AND AREA BUSINESS
SELF-HELP OFFICE
54 Spruce St S
Timmins P4N 2M5
General Inquiry (705)264-3400
Toll Free 1-800-461-2936
Fax (705)360-1394
8:00 - 4:00

REGIONAL ECONOMIC DEVELOPMENT UNIT
Suite 601, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)670-7138
Fax (705)670-7155 (Sudbury)
Fax (807)475-1589 (Thunder Bay)
8:30 - 4:30

The Regional Economic Development Unit coordinates input from the area teams, liaises with line ministries, undertakes **research** and analysis on broad economic trends and pan-northern initiatives

REGIONAL SERVICE DELIVERY RESTRUCTURING PROJECT
Suite 334, 435 South James St
Thunder Bay P7E 6E3
General Inquiry (807)475-1611
Fax (705)494-4069 (North Bay)
Fax (807)475-1655 (Thunder Bay)
9:00 - 6:00

The Regional Service Delivery Restructuring Project coordinates the implementation of 15 pilot projects directed toward improving the efficiency and effectiveness of Ontario government, ministries, programs and services. These projects are undertaken in harmony with overall government initiatives related to restructuring including: Service Ontario,

PACE, Ontario Business Connects and OPS restructuring. The objective is to apply experience gained through these pilot projects in order to establish 61 integrated government operations throughout Ontario.

TRADE AND INVESTMENT MARKETING

Willet Green Miller Centre
Level B-6, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5839
Fax (807)475-1665 (Thunder Bay)
Fax (705)670-5807 (Sudbury)
8:30 - 4:45

Trade and **Investment** Marketing coordinates activities within: the Ministry of Northern Development and Mines; the Ministry of Economic Development, Trade and Tourism, and other economic development ministries; the federal government; northern communities and industry to increase **exports** of goods and services. It also provides leadership in promoting **Northern Ontario** as a good place to live, work and invest.

AGENCIES, BOARDS AND COMMISSIONS

ONTARIO NORTHLAND TRANSPORTATION COMMISSION

555 Oak St. E
North Bay P1B 8L3
General Inquiry (705)472-4500
Fax (705)472-4267
www.ontc.on.ca

The Ontario Northland **Transportation** Commission (ONTC), a Crown agency in the province of Ontario, is responsible to government through the Ministry of Northern Development and Mines. Its goal is to provide telecommunication services through transportation and **telecommunications**, rail, bus, **ferry**, **marine** transportation for both passengers and **freight**; and telephone, radio and **television** telecommunications linking northern communities to one another and to the rest of Ontario and Canada. Land transportation services consist of **rail** and bus transport. Rail passenger services include the Polar Bear Express between Cochrane and Moosonee, the Northlander between North Bay and Cochrane with connector bus service to Timmins and Hearst, and a mixed passenger-freight train between Cochrane and Moosonee.

BRANCH SALES OFFICE
Union Station
65 Front St W
Toronto M5J 1E6
General Inquiry (416)314-3750
Fax (416)314-3729

ACTS

Local Services Boards Act
Mining Act
Ministry of Northern Development and Mines Act
Northern Ontario Heritage Fund Act
Ontario Mineral Exploration Program Act
Ontario Northland Transportation Commission Act
Township of Marathon Land Act

MINISTER RESPONSIBLE FOR PRIVATIZATION

North Tower
Suite 400, 175 Bloor St E
Toronto M4W 3R8
(416)325-0408 (Reception)
Fax (416)325-6067
http://www.gov.on.ca/privatiz

8:30 - 5:00

The Minister without Portfolio Responsible for Privatization has the responsibility for reviewing government businesses and entities through the Ontario Privatization Review Framework to see if continued government involvement is warranted, and if there are ways to improve service and value to taxpayers. Each review will incorporate expert advice and public input and will consider a wide range of options, including different forms of public/private partnerships, joint ventures, long-term leasing, not-for-profit corporations, the divestiture of assets, and having the government retain the business, improving its service and operations. The Cabinet Committee on Privatization (CCOP) oversees the process and sets guidelines for protecting the public interest. CCOP also makes recommendations to Cabinet on approval of privatization candidates and priorities, on regulatory and legislative changes, and develops and oversees implementation.

MINISTRY OF THE SOLICITOR GENERAL AND CORRECTIONAL SERVICES

George Drew Bldg
11th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)326-5000

The Solicitor General area of the Ministry of the Solicitor General and Correctional Services is responsible for overseeing law enforcement and public safety across Ontario. These diverse and complex responsibilities are administered by a number of highly specialized organizations within the Ministry. The Correctional Services area of the Ministry of the Solicitor General and Correctional Services is responsible for supervising all adult offenders 18 years and over who are on probation or provincial parole; or are in custody awaiting trial, sentencing or other judicial proceedings or have received sentences not exceeding two years less a day. In addition, the Ministry is responsible for supervising young people aged 16 and 17 who have come into conflict with the law. On any given day the ministry supervises over 8,000 offenders in correctional institutions and another 52,000 people in the community. An important part of the ministry's mandate is the rehabilitation of offenders.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

18th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)326-5010
Fax (416)326-0498
8:30 - 4:45

With a variety of strategic communication services, the Communications Branch supports the ministry's policies and programs to enhance public safety by creating a more modern, effective and efficient justice system in Ontario. The Communications Branch coordinates media conferences, events and interviews for the Solicitor General and Minister of Correctional Services and senior ministry officials. It provides advice on communications planning and tactics, and produces statements, media releases, speeches, public service announcements and related materials. Specialized units are dedicated to strategic communications, issues coordination and correspondence management. All information material for the media and the public are available in English and French.

INDEPENDENT INVESTIGATIONS UNIT

2nd Flr, 880 Bay St
Toronto M5S 1Z8
General Inquiry (416)326-5070
Toll Free 1-800-463-9760
Fax (416)326-5029

The Independent Investigations Unit investigates Ministry of the Solicitor General and Correctional Services employee complaints of workplace harassment and discrimination in accordance with the OPS Workplace Discrimination and Harassment Prevention Directive,

as well as complaints of sexual impropriety under S.22 of the Correctional Services Act, by ministry staff toward clients and former clients of ministry institutions and probation/**parole** services.

LEGAL SERVICES BRANCH
18th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)314-3509
(705)329-6881 (Orillia)
Fax (705)329-6882 (Orillia)
Fax (416)314-3518
8:30 - 5:00

The Legal Services Branch counsels the ministry on the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations, contracts and other legal documents. It supplies general legal services such as preparing litigation, settling claims, providing legal opinions, appearing at court hearings, administrative tribunals and inquests. It also acts as legal counsel for the Ontario Board of Parole, the Fire Safety Commission, and the Animal Care Review Board. The branch is staffed by employees of the Attorney General's Office. A Legal Services office is also located at 777 Memorial Avenue, Lincoln M. Alexander Bldg., Orillia L3V 7V3.

CORRECTIONAL SERVICES DIVISION

12th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-9911
Fax (416)327-0478
8:30 - 5:00

The Correctional Services Division is responsible for the provision of a wide range of custodial and **community**-based services for both adult and **young offenders**. The division has 7 district offices, 23 jails, 9 **detention centres**, 9 correctional centres, 3 treatment centres, 135 probation and **parole** offices, 17 secure custody/detention young offender units, 52 open custody centres for young offenders, and the Operations Directorate.

DIVISION CONTROLLER
12th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-6549
Fax (416)327-6526
8:30 - 5:00

The Division Controller provides leadership in financial controllership, planning, analysis, technical and other financial services to the Correctional Services Division. The operational streams reporting to the Controller include: Financial Resources Unit; Technology Coordination Unit; TRILCOR Industries; CSD Integrated Justice Project; and Supply Management.

HUMAN RESOURCES TEAM
12th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-2416
Fax (416)327-8807
8:30 - 5:00

Human Resources Team provides advice and consultation on a wide range of human resources issues for the Correctional Services Division.

INFORMATION MANAGEMENT UNIT
4th Flr, 200 First Ave W
PO Box 4100
North Bay P1B 9M3
General Inquiry (705)494-3366
Fax (705)494-3009
8:00 - 5:00

The Information Management Unit is responsible for the research and preparation of all correspondence and briefing materials on operational issues within the Correctional Services Division. As well, it is responsible for liaising with Correctional Service Canada in preparing materials for the Deputy Minister and ADM for the Canada-wide, Heads of Corrections and Federal/Provincial/Territorial meetings related to correctional matters.

OPERATIONS DIRECTORATE
101 Bloor Street West
Toronto M5S 2Z7
General Inquiry (416)327-9911
Fax (416)327-0478
8:30 - 5:00

The Operations Directorate is a multifaceted and multidisciplinary directorate which supports and enhances the ministry's operational policy development and program delivery processes through the development, implementation, coordination and evaluation of a continuum of correctional programs and services in correctional facilities and probation and parole offices. Three operational streams are under the supervision of the Directors; Adult Institution Operations, Adult Community Operations and Young Offender Operations. In addition, the Directorate oversees the work of: the Coordinator, Preventative Security Standards; Senior Medical Consultant; Provincial Bailiff; Coordinator, Professional Services and Risk Management and the Coordinator, Program Evaluation.

ADULT COMMUNITY OPERATIONS
12th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)314-8267
Fax (416)327-2418
8:30 - 5:00

The Adult Community Operations stream develops, reviews and revises policies and procedures for the supervision of adult clients on probation and **parole**. It also provides coordination and consultation to district and field personnel in the development and

operation of correctional programs for adult **offenders** in the community. Some of the programs/services that the section develops/monitors include Adult Diversion, Community Access Programs, Restitution, and Multi-Cultural/Anti-**Racism** Initiatives.

ADULT COMMUNITY OPERATIONS -
NORTH BAY OFFICE
3rd Flr, 200 First Ave W
North Bay P1B 9M3
General Inquiry (705)494-3385
Fax (705)494-3389
8:30 - 5:00

ADULT INSTITUTIONS OPERATIONS
12th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)314-8267
Fax (416)327-2418
8:30 - 5:00

The Adult Institution Operations stream develops, reviews and revises policies and procedures for the supervision of incarcerated adult **offenders**. It also provides coordination and consultation to district and field personnel in the development, operation and evaluation of programs and services in adult correctional facilities. Some of the programs/services that this section develops/monitors include: Temporary Absence Programs, **Chaplaincy** Services, Recreation, Discharge Planning, **Library** Services, Female Offender Issues, Food and Nutrition Services, and Trilcor, which provides work and on-the-job training, advise and consultation to institutional staff in the classification transfer process.

ADULT INSTITUTIONS OPERATIONS
- NORTH BAY OFFICE
3rd Flr, 200 First Ave W
North Bay P1B 9M3
General Inquiry (705)494-3332
Fax (705)494-3364
8:30 - 5:00

YOUNG OFFENDER OPERATIONS
12th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-9911
Fax (416)327-2418
8:30 - 5:00

The Young Offender Operations stream develops corporate strategies pertaining to the Young **Offenders** Act and the Ministry of Correctional Services Act and develops and implements policies and programs to ensure that services delivered to young persons in the care of the ministry are consistent with the principles of relevant legislation.

YOUNG OFFENDER OPERATIONS -
NORTH BAY OFFICE
3rd Flr, 200 First Ave W
North Bay P1B 9M3
General Inquiry (705)494-3340
Fax (705)494-3389
8:30 - 5:00

REGIONAL/DISTRICT OFFICES

Correctional Services operations include administration of district offices, institutions and correctional centres, **probation** and **parole** offices.

DISTRICT OFFICES

BRONTE-CREDIT VALLEY
Bldg "C"
171 Judson St
Etobicoke M8Z 1A4
General Inquiry (416)314-0520
Fax (416)314-8388
8:30 - 4:45

GUELPH-GRAND RIVER
1st Flr "P", 80 Dundas St
London N6A 6B1
General Inquiry (519)675-7757
Fax (519)740-5986 (Cambridge Office)
Fax (519)679-0699
8:30 - 4:45

HURON-THAMES VALLEY
1st Flr "P", 80 Dundas St
London N6A 6B1
General Inquiry (519)675-7757
Fax (519)679-0699
8:30 - 4:45

OSHAWA-KAWARTHA
2nd Flr, 23 Beechgrove Lane
Kingston K7M 9A6
General Inquiry (613)536-7350
8:30 - 4:45

ST. LAWRENCE-OTTAWA VALLEY
2nd Flr, 23 Beechgrove Lane
Kingston K7M 9A6
General Inquiry (613)536-7350
8:30 - 4:45

SUDBURY-THUNDER BAY
4th Flr, 200 First Ave W
North Bay P1B 9M3
General Inquiry (705)494-3430
Fax (705)494-3436
8:15 - 4:30

TORONTO-DON VALLEY
Bldg "C"
171 Judson St
Etobicoke M8Z 1A4
General Inquiry (416)314-0520
Fax (416)314-0527
8:30 - 4:45

INSTITUTIONS

CORRECTIONAL CENTRES

BURTCH CORRECTIONAL CENTRE
258 Burtch Rd
Box 940
Brantford N3T 5S6
General Inquiry (519)484-2461
Fax (519)484-2131 (Records)
Fax (519)484-2587 (Administration)
8:00 - 4:00

GUELPH CORRECTIONAL CENTRE
785 York Rd
Box 3600
Guelph N1H 6P3
General Inquiry (519)822-0020
Fax (519)763-6586 (Superintendent's Office)
Fax (519)822-0591 (Business Office)
8:00 - 4:30

MAPLEHURST CORRECTIONAL COMPLEX
661 Martin St
PO Box 10
Milton L9T 2Y3
General Inquiry (905)878-8141
Fax (905)878-1572 (Records/General)
Fax (905)878-5363 (Superintendent's Office)
8:30 - 4:30

MILLBROOK CORRECTIONAL CENTRE
King St W
PO Box 300
Millbrook L0A 1G0
General Inquiry (705)932-2624
Fax (705)932-2962
Fax (705)932-2081 (Superintendent's Office)
8:00 - 4:30

MIMICO CORRECTIONAL CENTRE
130 Horner Ave
Etobicoke M8Z 4X8
General Inquiry (416)314-9600
Fax (416)314-4734 (Records)
Fax (416)314-9606 (Superintendent's Office)
Fax (416)314-9698 (Top Flr Bldg 4)
8:15 - 4:30

MONTEITH CORRECTIONAL COMPLEX
Junction Hwy 11 & 577
PO Box 90
Monteith P0K 1P0
General Inquiry (705)232-4092
Fax (705)232-5704 (Superintendent)
Fax (705)232-4530 (Administration)
8:00 - 4:30

NORTHERN TREATMENT CENTRE
800 Great Northern Rd
Sault Ste Marie P6A 5K7
General Inquiry (705)946-0995
Fax (705)946-2925 (Superintendent's Office)
Fax (705)946-0314 (Administration)
Fax (705)946-4047 (Deputy's Office)
8:15 - 4:30

ONTARIO CORRECTIONAL INSTITUTE
109 McLaughlin Rd S
Brampton L6Y 2C8
General Inquiry (905)457-7050
Fax (905)452-8606
Fax (905)874-4051 (Superintendent)
8:15 - 4:30

RIDEAU CORRECTIONAL AND TREATMENT CENTRE
4707 County Rd 2
RR 3
Merrickville K0G 1N0
General Inquiry (613)269-4771
Fax (613)269-3583 (Business Office/Records)
Fax (613)269-2088 (Treatment Services Bldg)
Fax (613)269-3235 (Superintendent's Office)
8:00 - 4:00

THUNDER BAY CORRECTIONAL CENTRE
Hwy 61 S
PO Box 1900
Thunder Bay P7C 4Y4
General Inquiry (807)475-8401
Fax (807)475-9240
8:15 - 4:30

VANIER CENTRE FOR WOMEN
205 McLaughlin Rd S
Box 1150
Brampton L6V 2M5
General Inquiry (905)459-9100
Fax (905)452-8522
8:30 - 4:30

DETENTION CENTRES

ELGIN-MIDDLESEX DETENTION CENTRE7
11 Exeter Rd
London N6E 1L3
General Inquiry (519)686-1922
Fax (519)686-0352 (Business Office)
Fax (519)686-5265 (Superintendent's Office)
Fax (519)661-2205 (Program Department)
Fax (519)686-4178 (Health Care Department)
Fax (519)661-2206 (Shift Manager's Office)
8:30-4:15

HAMILTON-WENTWORTH DETENTION CENTRE
165 Barton St E
Hamilton L8L 2W6
General Inquiry (905)523-8800
Fax (905)529-0977 (Superintendent's Office)
Fax (905)523-8596 (Social Services)
Fax (905)523-0998 (Records/Accounts)
8:30 - 4:30

METROPOLITAN TORONTO EAST DETENTION CENTRE
55 Civic Rd
Scarborough M1L 2K9
General Inquiry (416)750-3513
Fax (416)752-2787 (Classification Office)
Fax (416)750-3345 (Superintendent's Office)
Fax (416)750-4748 (Records Office)
8:30 - 4:30

METROPOLITAN TORONTO WEST DETENTION CENTRE
111 Disco Rd
PO Box 4950
Rexdale M9W 5L6
General Inquiry (416)675-1806
Fax (416)674-7515 (Records/Classification)
Fax (416)675-9942 (Superintendent/Administration)
Fax (416)675-0800 (Operational Manager, East Wing)
8:30-4:30

NIAGARA DETENTION CENTRE
Hwy 58 1355 Uppers Lane
PO Box 1050
Thorold L2V 4A6
General Inquiry (905)227-6321
Fax (905)227-0032 (Superintendent's Office)
Fax (905)227-2986 (Records Department)
8:30 - 4:30

OTTAWA-CARLETON DETENTION CENTRE
2244 Innes Rd
Ottawa K1B 4C4
General Inquiry (613)824-6080
Fax (613)824-1297
8:00 - 4:00

QUINTE DETENTION CENTRE
89 Richmond Blvd
Napanee K7R 3S1
General Inquiry (613)354-9701
Fax (613)354-9114 (Superintendent's Office)
Fax (613)354-6128 (Records Department)
8:30 - 4:30

WATERLOO DETENTION CENTRE
182 Hespeler Rd
PO Box 307
Cambridge N1R 5V2
General Inquiry (519)740-5979
Fax (519)740-5990
8:00 - 4:30

WELLINGTON DETENTION CENTRE
588 Stone Rd E
PO Box 870
Guelph N1H 6M6
General Inquiry (519)837-2400
Fax (519)837-3548
7:45 - 4:30

JAILS

BARRIE JAIL
87 Mulcaster St
PO Box 224
Barrie L4M 4T2
General Inquiry (705)739-6613
Fax (705)739-6617
8:30 - 4:30

BRANTFORD JAIL
105 Market St
Brantford N3T 6A9
General Inquiry (519)752-6578
Fax (519)752-7461
8:00 - 4:30

BROCKVILLE JAIL
10 Wall St
Brockville K6V 4R9
General Inquiry (613)342-1456
Fax (613)342-0962

CHATHAM JAIL
17 Seventh St
Chatham N7M 4J9
General Inquiry (519)352-0150
Fax (519)351-3578
8:00 - 4:30

CORNWALL JAIL
7 Water St W
PO Box 1418
Cornwall K6H 5V5
General Inquiry (613)932-5720
Fax (613)932-9461
8:00 - 4:00

FORT FRANCES JAIL
310 Nelson St
Fort Frances P9A 1B1
General Inquiry (807)274-7708
Fax (807)274-3304
8:15 - 4:00

KENORA JAIL
1430 River St
Kenora P9N 1K5
General Inquiry (807)468-2871
Fax (807)468-2876
8:00 - 4:00

LINDSAY JAIL
50 Victoria Ave N
Lindsay K9V 4G3
General Inquiry (705)324-3792
Fax (705)328-1656
8:00 - 4:30

MONTEITH JAIL
Junction Hwy 11 & 577
PO Box 90
Monteith P0K 1P0
General Inquiry (705)232-4092
Fax (705)232-4530 (Administration)
Fax (705)232-5704 (Superintendent's Office)
8:00 - 4:30

NORTH BAY JAIL
2550 Trout Lake Rd
North Bay P1B 7S7
General Inquiry (705)472-8115
Fax (705)472-8115 (Administration)
Fax (705)495-3817 (Operations)

OWEN SOUND JAIL
1237 Third Ave E
PO Box 517
Owen Sound N4K 5R1
General Inquiry (519)376-0435
Fax (519)376-7927
8:30 - 4:45

PARRY SOUND JAIL
91A James St
Parry Sound P2A 1T7
General Inquiry (705)746-6218
Fax (705)746-5255
8:15 - 4:30

PEMBROKE JAIL
297 Pembroke St E
Pembroke K8A 3K2
General Inquiry (613)735-0647
Fax (613)735-2741
8:30 - 4:30

PETERBOROUGH JAIL
Courthouse (Rear)
Sheridan St near Brock St
PO Box 1480
Peterborough K9J 7H7
General Inquiry (705)745-1982
Fax (705)745-1993
8:30 - 4:30

SARNIA JAIL
700 Christina St N
Sarnia N7V 3C2
General Inquiry (519)337-3261
Fax (519)336-6505
8:15 - 4:30

SAULT STE MARIE JAIL
145 McNabb St
PO Box 340
Sault Ste Marie P6A 5L8
General Inquiry (705)256-3020
Fax (705)256-3028
8:30 - 4:30

STRATFORD JAIL
30 St Andrew St
Stratford N5A 1A3
General Inquiry (519)271-2180
Fax (519)273-1938
8:00 - 4:00

SUDBURY JAIL
181 Elm St W
Sudbury P3C 1T8
General Inquiry (705)564-4150
Fax (705)564-4157
8:00 - 4:30

THUNDER BAY JAIL
285 McDougall St
PO Box 2806
Thunder Bay P7B 5G3
General Inquiry (807)345-7364
Fax (807)345-0390 (Administration Bldg)
Fax (807)345-4595 (Institution proper)

TORONTO JAIL
550 Gerrard St E
Toronto M4M 1X6
General Inquiry (416)325-8600
Fax (416)325-8616 (Superintendent's Office)
Fax (416)325-3035 (Records)
Fax (416)325-4453 (Social Services)
8:30 - 4:30

WALKERTON JAIL
209 Cayley St
Walkerton N0G 2V0
General Inquiry (519)881-3442
Fax (519)881-2182
8:15 - 4:30

WHITBY JAIL
200 Victoria St W
Whitby L1N 6G3
General Inquiry (905)668-7791
Fax (905)668-8388
8:30 - 4:00

WINDSOR JAIL
378 Brock St
PO Box 7038
Windsor N9C 3Y6
General Inquiry (519)973-1324
Fax (519)973-1376
8:00 - 4:30

YOUTH CENTRES

BLUEWATER YOUTH CENTRE
Hwy 21 S
PO Box 71
Goderich N7A 3Y8
General Inquiry (519)524-2107
Fax (519)524-6933
8:30 - 4:30

BROCKVILLE JAIL, YOUNG OFFENDERS
UNIT 10 Wall St
Brockville K6V 4R9
General Inquiry (613)342-1456
Fax (613)342-0962
8:30 - 4:30

BROOKSIDE YOUTH CENTRE
390 King St E
PO Box 159
Cobourg K9A 4K6
General Inquiry (905)372-5451
Fax (905)372-7788
8:00 - 4:00

CECIL FACER YOUTH CENTRE
Box 850 Stn B
Sudbury P3E 4S3
General Inquiry (705)522-1250
Fax (705)522-6017 (Administration/Personnel)
Fax (705)522-7715 (Records/Business Office)
8:00 - 4:00

ELGIN-MIDDLESEX DETENTION CENTRE, YOUNG OFFENDERS
UNIT 711 Exeter Rd
London N6E 1L3
General Inquiry (519)686-1922x248
8:00 - 4:00

HAMILTON-WENTWORTH DETENTION CENTRE
165 Barton St E
Hamilton L8L 2W6
General Inquiry (905)523-8800
Fax (905)529-0977 (Superintendent's Office)
Fax (905)523-8596 (Social Services)
Fax (905)523-0998 (Records/Accounts)

KENORA JAIL, YOUNG OFFENDERS UNIT
1430 River St
Kenora P9N 1K5
General Inquiry (807)468-2871
Fax (807)468-2876
8:00 - 4:00

OTTAWA-CARLETON DETENTION CENTRE
2244 Innes Rd
Ottawa K1B 4C4
General Inquiry (613)824-6080
Fax (613)824-1297

PROJECT TURNAROUND
PO Box 130
Moonstone L0K 1N0
General Inquiry (705)835-0200
Fax (705)835-0201
8:00 - 4:00

QUINTE DETENTION CENTRE
89 Richmond Blvd
Napanee K7R 3S1
General Inquiry (613)354-9701
Fax (613)354-6128 (Records Department)
Fax (613)354-9114 (Superintendent's Office)

SAULT STE MARIE JAIL
145 McNabb St
PO Box 340
Sault Ste Marie P6A 5L8
General Inquiry (705)256-3020
Fax (705)256-3028

SPRUCEDALE YOUTH CENTRE
660 Ireland Rd
PO Box 606
Simcoe N3Y 4L8
General Inquiry (519)426-3561
Fax (519)428-1407
8:30 - 4:30

THUNDER BAY CORRECTIONAL CENTRE, YOUNG OFFENDERS UNIT
Hwy 61 S
PO Box 1900
Thunder Bay P7C 4Y4
General Inquiry (807)475-8401
Fax (807)475-9240
8:15 - 4:30

TORONTO YOUTH ASSESSMENT CENTRE
130 Horner Ave
Etobicoke M8Z 4X8
General Inquiry (416)314-0800
Fax (416)314-0822

VANIER CENTRE FOR WOMEN
205 McLaughlin Rd S
PO Box 1150
Brampton L6V 2M5
General Inquiry (905)459-9100
Fax (905)452-8522 (Superintendent's Office)

WINDSOR JAIL, YOUNG OFFENDERS UNIT
378 Brock St
Windsor N9C 3Y6
General Inquiry (519)973-1324
Fax (519)973-1376
8:00 - 4:30

PROBATION AND PAROLE - FIELD OFFICES

AJAX/PICKERING AREA
Unit 3, 1099 Kingston Rd
Pickering L1V 1B5
General Inquiry (905)683-0373
General Inquiry (905)831-2600
Fax (905)420-5720
8:30 - 4:45

ALLISTON
Suite 208, 27 Victoria St E
PO Box 729
Alliston L9R 1V9
General Inquiry (705)435-4352
Fax (705)435-2276
8:30 - 4:45

ATIKOKAN
Marks St Community Centre
120 Marks St
PO Box 988
Atikokan P0T 1C0
General Inquiry (807)597-6212
Fax (807)597-5225
8:00 - 4:30

BANCROFT
5 Fairway Blvd
PO Box 1852
Bancroft K0L 1C0
General Inquiry (613)332-4040
Fax (613)332-5672

BARRIE
2nd Flr, 114 Worsley St
Barrie L4M 1M1
General Inquiry (705)739-6480
Fax (705)739-6483
8:30 - 4:45

BELLEVILLE
3rd Flr, 15 Victoria Ave
Belleville K8N 1Z5
General Inquiry (613)968-5737
Fax (613)966-7951

BLACK CREEK
Suite 2065, Finch Ave W
Downsview M3N 2V7
General Inquiry (416)314-9531
Fax (416)314-9599

BLUEWATER YOUTH CENTRE PROBATION LIAISON OFFICE
Hwy 21 S
PO Box 71
Goderich N7A 3Y8
General Inquiry (519)524-2107
Fax (519)524-8418
8:00 - 4:30

BRACEBRIDGE
3 Dominion St
PO Box 1872
Bracebridge P1L 1V8
General Inquiry (705)645-8768
Fax (705)645-7608
8:30 - 4:30

BRAMPTON CENTRE
Suite 100, 400 Queen St W
Brampton L6X 1B3
General Inquiry (905)874-4052
Fax (905)874-4057
8:30 - 4:45

BRAMPTON EAST
Unit 15, 155 Clark Blvd
Brampton L6T 4G6
General Inquiry (905)874-4058
Fax (905)874-4063
8:30-4:45

BRANTFORD
Suite 306, 38 Darling Crt
Brantford N3T 6A8
General Inquiry (519)752-6505
Fax (519)752-8913
8:30 - 4:45

BROCKVILLE
75 Water St W
Brockville K6V 3L7
General Inquiry (613)345-3061
Fax (613)342-5697

BURLINGTON
Unit 7, 920 Brant St
Burlington L7R 4J1
General Inquiry (905)637-3457
Fax (905)637-0409
8:30 - 4:45

BURTCH CORRECTIONAL CENTRE
258 Birch Rd
PO Box 940
Brantford N3T 5S6
General Inquiry (519)484-2461x218
Fax (519)484-2575
8:00 - 4:00

CAMBRIDGE
Unit 21, 73 Water St N
Cambridge N1R 7L6
General Inquiry (519)740-5966
Fax (519)740-5971
8:30 - 4:45

CAMPBELLFORD
Rm 203, 25 Doxsee Ave S
PO Box 1117
Campbellford K0L 1L0
General Inquiry (705)653-2339
Fax (705)653-2339
8:00 - 4:00

CAYUGA
45 Munsee St
Cayuga N0A 1E0
General Inquiry (905)772-3565
Fax (905)772-5060
8:30 - 4:30

CHAPLEAU
190 Cherry St
Box 419
Chapleau P0M 1K0
General Inquiry (705)864-1230
Fax (705)864-2271
8:30 - 4:45

CHATHAM
Suite 209 2nd Flr, 26 Fifth St S
Chatham N7M 4V5
General Inquiry (519)352-1243
Fax (519)352-2839
8:30 - 4:45

COBOURG
Victoria Hall
55 King St W
Cobourg K9A 2M2
General Inquiry (905)372-8739
Fax (905)372-0764
8:30 - 4:45

COCHRANE
86 6th Ave
Box 1119
Cochrane P0L 1C0
General Inquiry (705)272-4348
Fax (705)272-3010
8:30 - 4:45

COLLINGWOOD
1st Flr, 150 St Paul St
Collingwood L9Y 3P2
General Inquiry (705)445-3110
Fax (705)445-9336
8:30 - 4:45

CORNWALL
Rm 201, 502 Pitt St
Cornwall K6J 3R5
General Inquiry (613)933-6335
Fax (613)938-5052
8:15 - 4:45

DRYDEN
Ontario Government Bldg
1st Flr, 479 Government St
Box 787
Dryden P8N 2Z4
General Inquiry (807)223-3356
Fax (807)223-3361
8:15 - 4:30

DURHAM EAST
Unit #1, 1916 Dundas St E
Whitby L1N 9J4
General Inquiry (905)571-3774
Fax (905)436-6882
8:30 - 4:45

ELLIOT LAKE
16 Philip Walk
Elliot Lake P5A 2S6
General Inquiry (705)848-7091
Fax (705)848-4670
8:00 - 4:30

ESPANOLA
Suite 4, 148 Fleming St
Espanola P5E 1E1
General Inquiry (705)869-2882
Fax (705)869-4041
8:15 - 4:30

FORT FRANCES
2nd Flr, 340 Scott St
Fort Frances P9A 1G9
General Inquiry (807)274-7743
Fax (807)274-9442
8:15 - 4:30

GERALDTON
Ontario Government Bldg
208 Beamish Ave W
PO Box 1119
Geraldton P0T 1M0
General Inquiry (807)854-1774
Fax (807)854-1623
8:15 - 4:30

GODERICH
Court House
Bsmt Level, 1 Court House Sq
Goderich N7A 1M2
General Inquiry (519)524-2193
Fax (519)524-8960
8:00 - 5:00

GRAVENHURST
150E Second St S
Gravenhurst P1P 1H4
General Inquiry (705)687-8817
Fax (705)645-7608

GUELPH
36 Wyndham St S
Guelph N1H 7J5
General Inquiry (519)837-6306
Fax (519)837-6311
8:30 - 4:45

GUELPH CORRECTIONAL CENTRE
785 York Rd
Guelph N1H 6P3
General Inquiry (519)822-0020
Fax (519)822-3960
8:00 - 4:30

HAILEYBURY
District Courthouse
Bsmt, Box 624
Haileybury P0J 1K0
General Inquiry (705)672-3397
Fax (705)672-5498
7:55 - 5:20

HALTON NORTH
Milton Mall
Suite 31, 55 Ontario St
Milton L9T 2M3
General Inquiry (905)878-7259
Fax (905)878-9969
8:30 - 4:45

HAMILTON CENTRE
Ellen Fairclough Bldg
Suite 104, 119 King St W
Hamilton L8N 3Z9
General Inquiry (905)521-7527
Fax (905)521-7507
8:30 - 4:45

HAMILTON EAST
Suite 101, 1945 King St E
Hamilton L8K 1W2
General Inquiry (905)549-9977
Fax (905)545-0255
8:30 - 4:45

HAWKESBURY
692A Main St E
Hawkesbury K6A 1B4
General Inquiry (613)632-5911
Fax (613)632-8963
8:30 - 4:45

HEARST
Government Complex
613 Front Street, Box 2349
Hearst P0L 1N0
General Inquiry (705)362-7779
Fax (705)372-1685
8:00 - 4:45

HUNTSVILLE
Unit 102, 36 Chaffey St
Huntsville P1H 1J4
General Inquiry (705)789-4467
Fax (705)789-0722
8:30 - 4:45

IROQUOIS FALLS
743 Ambridge Dr
PO Box 908
Iroquois Falls P0K 1G0
General Inquiry (705)232-5111
Fax (705)232-6440
8:30 - 4:30

KAPUSKASING
Government Bldg
Hwy 11 W
RR 2
Kapuskasing P5N 2X8
General Inquiry (705)355-6116
Fax (705)335-8703
8:30 - 4:30

KENORA
810 Robertson St
PO Box 5120
Kenora P9N 3X9
General Inquiry (807)468-2857
Fax (807)468-2863
8:00 - 4:30

KESWICK
Unit #2, 213 Queensway S
Keswick L4P 2A3
General Inquiry (905)476-4331
Fax (905)476-8070
8:30 - 4:45

KINGSTON
43 Beachgrove Lane
Kingston K7M 9A6
General Inquiry (613)536-7200
Fax (613)536-7201

KIRKLAND LAKE
3rd Flr, 6 Tweedsmuir Rd
Kirkland Lake P2N 1H9
General Inquiry (705)567-9396
Fax (705)567-6733
8:30 - 5:00

KITCHENER CENTRE
Unit 5, 1780 King St E
Kitchener N2G 2P1
General Inquiry (519)571-6105
Fax (519)571-6110
8:30 - 4:45

KITCHENER WEST
617A King St W
Kitchener N2G 1C7
General Inquiry (519)578-3070
Fax (519)578-9016

LEAMINGTON
Suite 104, 75 Erie St S
Leamington N8H 3B2
General Inquiry (519)326-9005
Fax (519)326-6357
8:30 - 4:45

LINDSAY
Suite 205, 322 Kent St W
Lindsay K9V 4T7
General Inquiry (705)324-5621
Fax (705)324-5173
8:15 - 4:30

LONDON CENTRE
1st Flr, 80 Dundas St
Box 5600 Terminal A
London N6A 2P3
General Inquiry (519)679-7120
Fax (519)679-9352
8:30 - 4:45

LONDON EAST
Suite 103, 231 Dundas St
London N6A 1H1
General Inquiry (519)661-6631
Fax (519)661-6636
8:30 - 4:45

MANITOWANING
1 Arthur St
PO Box 189
Manitowaning P0P 1N0
General Inquiry (705)859-3184
Fax (705)859-2051
8:15 - 4:30

MAPLEHURST COMPLEX
661 Martin St
PO Box 10
Milton L9T 2Y3
General Inquiry (905)878-8141
Fax (905)878-5006

MARATHON
52 Peninsula Rd
PO Box 857
Marathon P0T 2E0
General Inquiry (807)229-2407
Fax (807)229-2504
8:15 - 4:30

MIDLAND
Ground Flr, 305 Midland Ave
Midland L4R 3K5
General Inquiry (705)526-3715
Fax (705)526-3086
8:30 - 4:45

MILLBROOK
King St W
PO Box 300
Millbrook L0A 1G0
General Inquiry (705)932-2624
Fax (705)932-2962

MIMICO
130 Horner Ave
PO Box 75 Stn N
Etobicoke M8Z 4X8
General Inquiry (416)314-9600
Fax (416)314-9639 (ILO Office)

MINDEN
Hwy 35
PO Box 380
Minden K0M 2K0
General Inquiry (705)286-1489
Fax (705)286-3660
8:30 - 4:30

MISSISSAUGA
Suite 301, 3050 Confederation Pkwy
Mississauga L5B 3Z6
General Inquiry (905)279-7600
Fax (905)279-7650
8:30 - 4:45

MOOSONEE
2nd Flr, 38 Revillion St
Box 487
Moosonee P0L 1Y0
General Inquiry (705)336-2270
Fax (705)336-2761
8:00 - 4:30

NAPANEE
18 Market Sq
Napanee K7R 1J3
General Inquiry (613)354-2125
Fax (613)354-0305

NEWMARKET
Suite 203, 390 Davis Dr
Newmarket L3Y 7T8
General Inquiry (905)898-6511
Fax (905)898-5542
8:30 - 4:45

NEWMARKET COURT
Newmarket Court
Suite 2087, 50 Eagle St W
Newmarket L3Y 6B1
General Inquiry (905)895-5920
Fax (905)853-2510
9:00 - 5:15

NIAGARA FALLS
4701 St Clair Ave
Niagara Falls L2E 6S9
General Inquiry (905)356-1507
Fax (905)356-0260
8:30 - 4:45

NORTH BAY
195 First Ave W
North Bay P1B 3B8
General Inquiry (705)495-3850
Fax (705)495-3887

OAKVILLE
Unit 3, 481 Morden Rd
Oakville L6K 3W6
General Inquiry (905)845-8571
Fax (905)845-9516
8:30 - 4:45

ONTARIO COURT OF JUSTICE
141 Clarence St
Brampton L6W 3E6
General Inquiry (905)457-6887
(Probation Liaison/Intake Office)
Fax (905)457-8896
9:00 - 4:30

ORANGEVILLE
Court Bldg
2nd Flr, 10 Louisa St
Orangeville L9W 3P9
General Inquiry (519)941-4622
Fax (519)941-5634
8:30 - 4:45

ORILLIA
2nd Flr, 700 Memorial Ave
Orillia L3V 6J3
General Inquiry (705)329-6010
Fax (705)329-6015
8:30 - 4:45

OTTAWA CENTRE
Rm 3211 3rd Flr, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)239-1119
Fax (613)239-1120

OTTAWA CENTRE COURT
Rm 1004, 161 Elgin St
Ottawa K2P 2J4
General Inquiry (613)239-1300
Fax (613)239-1293

OTTAWA EAST
Unit 20, 2450 Lancaster Rd
Ottawa K1B 5N3
General Inquiry (613)523-4985
Fax (613)523-1096
8:15 - 4:30

OTTAWA WEST
2730 Iris St
Ottawa K2C 1E4
General Inquiry (613)820-9460
Fax (613)820-4909
8:15 - 4:45

OWEN SOUND
Suite 105, 1131 Second Ave E
PO Box 145
Owen Sound N4K 2J1
General Inquiry (519)376-2236
Fax (519)376-7937
8:30 - 4:45

PARRY SOUND
72 Church St
Parry Sound P2A 1Y9
General Inquiry (705)746-5809
Fax (705)746-8786
8:15 - 4:30

PEMBROKE
Lower Level, 100 Pembroke St E
Pembroke K8A 8A3
General Inquiry (613)735-6809
Fax (613)735-7082

PETERBOROUGH
Suite 2, 223 Aylmer St N
Peterborough K9J 3K3
General Inquiry (705)745-1929
Fax (705)745-1973

PICKERING
Unit 3, 1099 Kingston Rd
Pickering L1V 1B5
General Inquiry (905)831-2600
Fax (705)420-5720

PICTON
333 Main St
PO Box 1410
Picton K0K 2T0
General Inquiry (613)476-7917
Fax (613)476-8183

PORT HOPE
138 Hope St N
Port Hope L1A 2P1
General Inquiry (905)885-4581
Fax (905)885-7710

PORT PERRY
Suite 4, 169 North St
Port Perry L9L 1B7
General Inquiry (905)985-9794
Fax (905)985-0644

RED LAKE
115 Howey St
PO Box 845
Red Lake P0V 2M0
General Inquiry (807)727-2846
Fax (807)727-2928
8:00 - 5:00

RENFREW
268 Raglan St S
Renfrew K7V 1R4
General Inquiry (613)432-2546
Fax (613)432-8983

SARNIA
Suite B 101, 700 Christina St N
Sarnia N7V 3C2
General Inquiry (519)337-2365
Fax (519)332-4616
8:30 - 4:45

SAULT STE MARIE
747 Queen St E
Sault Ste. Marie P6A 2A8
General Inquiry (705)253-1182
Fax (705)945-6793
8:00 - 5:00

SIMCOE
548 Queensway W
PO Box 736
Simcoe N3Y 4T2
General Inquiry (519)426-4250
Fax (519)426-8968
8:30 - 4:45

SIOUX LOOKOUT
Prince St & 4th Ave
PO Box 251
Sioux Lookout P8T 1A3
General Inquiry (807)737-3311
Fax (807)737-1636
8:15 - 4:30

SMITHS FALLS
Unit G, 94 Beckwith St N
Smiths Falls K7A 2C1
General Inquiry (613)283-5663
Fax (613)284-0349
8:15 - 4:30

ST CATHARINES
Suite 504, 55 King St
St Catharines L2R 3H5
General Inquiry (905)687-8941
Fax (905)688-2641
8:30 - 4:45

ST THOMAS
198 Talbot St
St Thomas N5P 1A9
General Inquiry (519)631-3430
Fax (519)631-0971
8:30 - 4:45

STRATFORD
100 St Patrick St
PO Box 393
Stratford N5A 6T3
General Inquiry (519)271-5220
Fax (519)271-6579
8:00 - 4:45

STURGEON FALLS
Rm 207, 94 King St
Sturgeon Falls P0H 2G0
General Inquiry (705)753-1282
Fax (705)753-0761

SUDBURY
Ontario Government Bldg
Suite 402, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-4311
Fax (705)564-4229
8:15 - 4:30

THORNHILL
Suite 212, 8185 Yonge St
Thornhill L3T 2C6
General Inquiry (905)731-3061
Fax (905)764-1255
8:30 - 4:45

THUNDER BAY AREA
Suite 402, 189 Redriver Rd
Thunder Bay P7B 1A2
General Inquiry (807)343-7521
Fax (807)343-7528

TIMMINS
Ontario Government Bldg
Hwy 101 E
PO Bag 3075
South Porcupine P0N 1H0
General Inquiry (705)235-1800
Fax (705)235-1801

TRENTON
Suite 10, 80 Division St
Trenton K8V 5S5
General Inquiry (613)392-6549
Fax (613)392-7940

VANIER CENTRE FOR WOMEN
205 McLaughlin Rd S
Brampton L6V 2M5
General Inquiry (905)459-9100
Fax (905)459-5735

WALKERTON
12 Colborne St S
PO Box 404
Walkerton N0G 2V0
General Inquiry (519)881-0760
Fax (519)881-1531
8:30 - 4:45

WELLAND
2nd Flr, 9 Burgar St
Welland L3B 2S6
General Inquiry (905)735-1660
Fax (905)735-5665
8:30 - 4:45

WINDSOR AREA
5th Flr, 880 Ouellette Ave
Windsor N9A 1C7
General Inquiry (519)254-3291
Fax (519)973-1425
8:30 - 4:45

WOODSTOCK
32 Metcalfe St
Woodstock N4S 3E7
General Inquiry (519)539-8175
Fax (519)539-2928
8:30 - 5:00

PROBATION AND PAROLE - METRO TORONTO

DON MILLS OFFICE
Suite 202, 2131 Lawrence Ave E
Scarborough M1R 5G4
General Inquiry (416)314-9722
Fax (416)314-9716

DOWNSVIEW BLACK CREEK OFFICE
(FINCH AVENUE WEST)
Suite 509, 2065 Finch Ave W
Downsview M3N 2V7
General Inquiry (416)314-9531
Fax (416)314-9599
8:30 - 4:45

ETOBICOKE OFFICE (THE QUEENSWAY)
Suite 100, 833 The Queensway
Etobicoke M8Z 5Z1
General Inquiry (416)314-0208
Fax (416)314-0214
8:30 - 4:45

REXDALE OFFICE (ALBION ROAD)
Suite 206, 1123 Albion Rd
Rexdale M9V 1A9
General Inquiry (416)314-9294
Fax (416)314-9299
8:30 - 4:45

RIVERDALE (GROSVENOR STREET)
Ontario Government Bldg
Main Flr, 50 Grosvenor St
Toronto M5S 2V3
General Inquiry (416)314-3771
Fax (416)314-3779
8:30 - 4:45

SCARBOROUGH EAST OFFICE (LAWRENCE AVENUE EAST)
Suite 101, 4125 Lawrence Ave E
Scarborough M1E 2S2
General Inquiry (416)750-3590
Fax (416)281-7732
8:30 - 4:45

SCARBOROUGH OFFICE (DANFORTH AVENUE)
3211 Danforth Ave
Scarborough M1L 1B8
General Inquiry (416)327-0480
Fax (416)327-0490

SCARBOROUGH WEST OFFICE (LAWRENCE AVENUE EAST)
Suite 200, 2131 Lawrence Ave E
Scarborough M1R 5G4
General Inquiry (416)750-3452
Fax (416)288-0359

TORONTO COURT SERVICES OFFICE (QUEEN STREET)
Old City Hall
Rm 371, 60 Queen St W
Toronto M5H 2M4
General Inquiry (416)314-9701
Fax (416)325-0315 (Scarborough Court - 1911 Eglinton E)
Fax (416)253-7405 (East Mall Court - 80 The East Mall)
Fax (416)314-0183 (Metro North Court - 1000 Finch Ave W)
Fax (416)325-0322 (College Park Court - 444 Yonge St 2nd Flr)
Fax (416)314-9706 (Old City Hall - Room 371 60 Queen St W)
Fax (416)325-0318 (60 Richmond St E)
Fax (416)326-0693 (Jarvis Street Court - 311 Jarvis St)

TORONTO OFFICE (KEELE STREET)
Suite 2 2nd Flr, 2265 Keele St
Toronto M6M 3Z7
General Inquiry (416)326-2950
Fax (416)326-2955
8:30 - 4:45

TORONTO OFFICE (YONGE STREET)
Suite 901, 920 Yonge St
Toronto M4W 3C7
General Inquiry (416)314-9273
Fax (416)314-9279
8:30 - 4:45

TORONTO PARKDALE OFFICE (RONCESVALLES)
Suite 206, 27 Roncesvalles Ave
Toronto M6R 3B2
General Inquiry (416)314-5277
Fax (416)314-5285
8:30 - 4:45

INTEGRATED JUSTICE CORPORATE SERVICES DIVISION

5th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2612
Fax (416)326-2326
9:00 - 5:00

Integrated Justice Corporate Services Division is responsible for the administration of policy and business support services for the Ministry of the Attorney General and the Ministry of the Solicitor General and Correctional Services. In addition, the Division provides administrative support to the Assessment Review Board, the Ontario Native Affairs Secretariat, the Special Investigations Unit and Royal Commissions. For more complete information about offices and services within the Integrated Justice Corporate Services Division, refer to the listings under the Ministry of the Attorney General.

INTEGRATED JUSTICE INFORMATION TECHNOLOGY DIVISION

18th Flr, 18 King St E
Toronto M5C 2X1
Fax (416)326-1104
9:00 - 5:00

The Integrated Justice Information Technology Division is responsible for Information Technology (IT) services and support to the Justice Enterprise - Ministry of the Attorney General and Ministry of the Solicitor General & Correctional Services and their external Justice partners, that enables transformation into a modern, effective and efficient justice system.

BUSINESS SOLUTIONS CONSULTANTS

5th Floor, 200 First Ave. W.
PO Box 4100
North Bay P1B 9M3
General Inquiry (705)494-3225
(416)326-6628 (Fax - Toronto)
(705)494-3259 (Fax - North Bay)
9:00 - 5:00

The Business Solutions Consultants section provides services in five areas: Service Management includes enterprise wide Total Cost of Ownership; Communications develop and distribute information related to IT service direction; Strategic Planning facilitates the creation of the divisional plan and annual report; Governance & Investment Strategy provides a governance context for the provision of service in the Justice Enterprise; and Facilitation provides facilitation skills to both Integrated Justice Information Technology Division managers and customers on key projects - specifically those that address the following: Migration to Justice Enterprise standard desktop, infrastructure and network; ensure Integrated Justice Project readiness; ensure customer compliance with IT standards or strategies, and Promote alignment with broader OPS directions related to IT.

GOVERNMENT MOBILE COMMUNICATIONS PROJECT
262 Britannia Rd E
Mississauga L4Z 1S6
Fax (905)890-1638
9:00 - 5:00

The Government Mobile Communications Project will pool government communications assets with private sector financing and expertise to meet future mobile communications needs of all government ministries and the broader public sector. The Ministry of the Solicitor General and Correctional Services has the project lead - both the OPP and the Corrections Division are mobile communications users. Other ministries involved in the project are Management Board Secretariat, Ministry of Natural Resources, Ministry of Transportation and Ministry of Health.

INFRASTRUCTURE SUPPORT BRANCH
5th Flr, 200 First Ave W
P.O. Box 4100
North Bay P1B 9M3
General Inquiry (705)494-3230
Fax (705)494-3259
9:00 - 5:00

The Infrastructure Support Branch provides professional systems services for: Infrastructure (PCs, LANs) acquisition, configuration, installation support and management including leases and software licences; electronic mail for the enterprise; Technology Support Centre (TSC) - to provide call centre support for all users of information technology including mission critical applications, network telephones, PCs, LANs. This service is provided not only to both ministries in the justice enterprise but also to the Ministry of Health and the Municipal police departments; productivity enhancement services through the review and recommendation of best practices in the use of office automation; and management of a complex province-wide network of voice and data communications, allowing access to the data centres and to electronic mail.

INTEGRATED JUSTICE PROJECT
6th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2576
Fax (416)326-4797
9:00 - 5:00

The Integrated Justice Project will deliver solutions capable of supporting the Justice Enterprises' shared vision of an accessible and accountable justice system which provides fair and consistent treatment of persons, including the effective and efficient management of their cases. The project involves the Ministry of the Attorney General and the Ministry of the Solicitor General & Correctional Services and includes all components of the justice system; the Bench, the Bar, Police, Corrections and the Public.

PLANNING SECTION
17th Flr, 18 King St E
Toronto M5C 2X1
General Inquiry (416)314-0168
Fax (416)314-0216
9:00 - 5:00

The Planning Section is responsible for the development and maintenance of the Information Technology Strategic Plan for the Ministries of the Attorney General and Solicitor General & Correctional Services; ensuring that the IT Plan is aligned with and supportive of the business plans of the various program areas within the Justice Enterprise. The section is also responsible for the planning, marketing and promotion of technology based solutions that will enable the ministries' program managers to meet their evolving business needs.

SOLUTIONS DELIVERY & SUPPORT BRANCH
18th Flr, 18 King St E
Toronto M5C 2X1
General Inquiry (416)326-6946
Fax (416)326-6628
9:00 - 5:00

Solutions Delivery and Support Branch is responsible for development of all corporate program delivery information systems, Internet advice and support, and Year 2000 coordination. The branch delivers applications systems to support ministry program management needs including: Ontario Municipal and Provincial Police Automation Cooperative (OMPPAC) which provides dispatch and report functions for 60 police services and the OPP. The cooperative represents approximately 9,000 employees (municipal police and OPP) who serve a population of over 3.0 million people in Ontario; Offender Management System (OMS) provides the ministry with centralized offender information; Ambulance Response Information System provides ambulance dispatch for Ministry of Health to all areas of the province outside Metropolitan Toronto; Integrated Courts Offence Network (ICON); and support to Executive Offices in the use of technology in Executive Information Services (EIS) and correspondence management.

ONTARIO BOARD OF PAROLE

Suite 201, 2195 Yonge St
Toronto M4S 2B1
General Inquiry (416)325-4480
Toll Free 1-888-579-2888 (Victim Support Line)
Fax (416)325-4485
8:00 - 5:30

The Ontario Board of **Parole** has jurisdiction over all **offenders** who are serving sentences of up to two years less a day in provincial institutions. The Chair, Ontario Board of Parole, is responsible for the overall administration of the board. Four senior members are responsible to the Chair for all board decisions and for the total operation of the regions. The board shares responsibility for operating the Victim Support Line, which provides information to **victims** on convicted adult offenders in the provincial system.

REGIONAL OFFICES

EASTERN REGIONAL OFFICE
4685 Donnelly Dr
Merrickville K0G 1N0
General Inquiry (613)269-2390
Fax (613)269-2393
8:30 - 4:30

SOUTHERN REGIONAL OFFICE
3rd Flr, 2195 Yonge St
Toronto M4S 2B1
General Inquiry (416)325-4487
Fax (416)325-4491
8:30 - 4:30

NORTHERN REGIONAL OFFICE
Suite 403, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-4227
Fax (705)671-2980
8:30 - 4:30

WESTERN REGIONAL OFFICE
785 York Rd
PO Box 1716
Guelph N1H 6Z9
General Inquiry (519)837-6320
Fax (519)837-6324
8:30 - 4:30

ONTARIO CIVILIAN COMMISSION ON POLICE SERVICES

1st Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)314-3004
(416)326-1189 (Complaints, Greater Toronto Area)
Toll Free 1-888-515-5005 (Complaints, Outside the Greater Toronto Area)
Fax (416)314-0198
Fax (416)314-2036 (Complaints, Greater Toronto Area)
Toll Free Fax 1-888-311-7555 (Complaints, Outside the Greater Toronto Area)

The Ontario Civilian Commission on **Police** Services (OCCPS) is an independent quasi-judicial civilian agency with general **enforcement** authority under the Police Services Act with respect to the adequacy and effectiveness of policing services in Ontario. This includes conducting inquiries and investigations and making recommendations to the Solicitor General. In Ontario, police services and police services boards are ultimately accountable to the public through the OCCPS. The Commission carries out a mixed combination of duties which are primarily adjudicative or decision-making in nature and conducts reviews on its own motion or at the request of complainants, in respect of a complaint or **complaints** made about the policies of or services provided by a police force or about the conduct or work performance of a police officer and the disposition of such complaints. The commission also approves the appointments of **First Nations** Constables.

ONTARIO PROVINCIAL POLICE

Lincoln M Alexander Bldg
777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6111
(705)329-6190 (Commissioner's Office)
Fax (705)329-6195 (Commissioner's Office)
Fax (705)329-6244 (Issues Management)
http://www.gov.on.ca/opp/

The functions of the Ontario Provincial **Police** include the performance of all duties and services in relation to the preservation of peace; prevention of **crime** and **offences** against

the laws in force in Ontario and the criminal laws in Canada; and apprehension of criminals and offenders who may be lawfully taken into custody.

DEPUTY COMMISSIONER - PROVINCIAL COMMAND (CORPORATE SUPPORT)

PROFESSIONAL STANDARDS BUREAU
Lincoln M Alexander Bldg
777 Memorial Ave
Orillia L3V 7V3
Fax (705)329-6050
8:15 - 4:30

The Professional **Standards** Bureau is responsible for ensuring that proper measures are taken to promote the highest standards of conduct possible within the OPP. Such measures range from appropriate recognition of noteworthy service to corrective action for unsatisfactory behaviour. The bureau ensures compliance with applicable sections of the Police Services Act (PSA) and develops various programs to foster mutual respect and trust between the community and the OPP. These programs include: Public Appreciation; Incentives; Commendations and **Awards**; Public, Internal and Workplace Discrimination and Harassment Policy (WDHP) Complaints; Civil Litigation; Secondary Employment Activities; Legal Indemnification; Disciplinary procedures; and Ministry Administrative Investigation Service.

Services offered to the Public:
Public Complaints against Police Officers

PROVINCIAL TRAFFIC AND MARINE SAFETY BUREAU
Lincoln M Alexander Bldg
3rd Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6120
Fax (705)329-6123
8:15 - 4:30

The Provincial Traffic and **Marine** Safety Bureau provides leadership in traffic, marine, and motorized snow vehicle management through timely analysis, identification of trends, research and effective environmental scanning. Through the development of partnerships with enforcement, government, private sector and concerned agencies, and through the advancement of effective planning processes, contemporary and future issues are identified and resolutions proposed.

DEPUTY COMMISSIONER - PROVINCIAL COMMAND (OPERATIONS)

CRIMINAL INVESTIGATION BUREAU
Lincoln M Alexander Bldg
4th Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6310
Fax (705)329-6318
Fax (705)329-6304
8:30 - 4:30

Criminal Investigation Bureau is responsible for auto theft, anti-rackets, child pornography, drug **enforcement**, major case management, provincial **weapons** enforcement and Ontario illegal gaming enforcement.

INVESTIGATION SUPPORT BUREAU
Lincoln M Alexander Bldg
4th Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6316
Fax (705)329-6318
8:30 - 4:30

The Investigation Support Bureau is responsible for the delivery of a variety of highly technical operational policing functions in support of the OPP and external police agencies throughout Ontario. This bureau provides support services that aid most criminal investigations by supplying corroborating evidence.

REGIONAL HEADQUARTERS
Lincoln M Alexander Bldg
777 Memorial Ave
Orillia L3V 7V3

Ontario Provincial **Police** field operations are undertaken through regional/district offices and detachments.

OPP CENTRAL REGION HEADQUARTERS
Lincoln M Alexander Bldg
3rd Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-7400
Toll Free 1-800-461-4455
Toll Free 1-888-310-1122
TTY Toll Free 1-800-461-4459
Fax (705)329-7407
8:00 - 4:30

CENTRAL REGION OPERATIONS CENTRE
4th Flr, 777 Memorial Drive
Orillia L3V 7V3
General Inquiry (705)329-7300
Toll Free 1-888-310-1122
Fax (705)329-7397

BARRIE DETACHMENT
20 Rose St
PO Box 550
Barrie L4M 4T7
General Inquiry (705)726-6484
(705)487-2162 (Oro Community Policing)
(705)424-9981 (Angus Community Policing)
(705)726-7349 (Midhurst Community Policing)
Toll Free 1-800-461-8477 (Crime Stoppers)
Fax (705)726-6487 (Central Region)
8:00 - 9:00

BRACEBRIDGE DETACHMENT
690 Cedar Lane
Bracebridge P1L 1W9
General Inquiry (705)645-2211
Fax (705)645-3350

HUNTSVILLE DETACHMENT
298 Ravensclif Road
Huntsville P1H 1L6
General Inquiry (705)789-5551
Fax (705)789-5551
Fax (705)789-7666

HURONIA WEST DETACHMENT
1000 River Rd W
PO Box 140
Wasaga Beach L0L 2P0
General Inquiry (705)429-3575
(705)429-7869 (Wasaga Beach Community Policing)
(705)322-1244 (Elmvale Community Policing)
(705)428-5105 (Stayner Community Policing)
(705)428-3889 (Stayner Community Policing)
Toll Free 1-800-461-8477 (Crime Stoppers)
Fax (705)429-3616

MIDLAND DETACHMENT
Hwy 93
PO Box 250
Midland L4R 4K8
General Inquiry (705)526-3761
Fax (705)526-6700

NEW TECUMSETH DETACHMENT
29 Main St W
PO Box 220
Beeton L0G 1A0
General Inquiry (905)729-4004
(905)936-2777 (Tottenham Community Policing)
(705)435-4490 (Alliston Community Policing)
Toll Free 1-800-461-8477 (Crime Stoppers)
Fax (905)729-3697

ORILLIA DETACHMENT
66 Peter St. W.
Orillia L3V 5B1
General Inquiry (705)326-3536
Fax (705)326-4126

SHELBURNE DETACHMENT
Hwy 10, Hwy 24 & Hwy 89
PO Box 519
Shelburne L0N 1S4
General Inquiry (519)925-3838
Fax (519)925-3897

KAWARTHA DETACHMENT
453 Lansdowne St E
PO Box 477
Peterborough K9J 6Z6
General Inquiry (705)742-0401
(705)745-9000 (Crime Stoppers)
Fax (705)742-9247
8:00 - 9:00

BRIGHTON
70 Young St
Brighton K0K 1H0
General Inquiry (613)475-1313
Fax (613)475-1331

CAMPBELLFORD DETACHMENT
238 Grant Rd
PO Box 790
Campbellford K0L 1L0
General Inquiry (705)653-3300
Fax (705)653-5171

COBOURG DETACHMENT
Hwy 45
RR 6, PO Box 8
Cobourg K9A 4K2
General Inquiry (905)372-5421
Fax (905)372-1301

COLLINGWOOD DETACHMENT
201 Ontario St
PO Box 296
Collingwood L9Y 3Z5
General Inquiry (705)445-4321

LINDSAY DETACHMENT
21 Angeline St N
Lindsay K9V 5B7
General Inquiry (705)324-6741
Fax (705)324-8479

MINDEN/COBOCONK DETACHMENT
Hwy 35 & Prince St
PO Box 58
Minden K0M 2K0
General Inquiry (705)286-1431
Fax (705)286-4532

COBOCONK OFFICE
PO Box 329
Coboconk K0M 1K0
General Inquiry (705)454-3311
Fax (905)454-2700

MNJIKANING CONTRACT POLICING
PO Box 206
Rama L0K 1T0
General Inquiry (705)325-7773
Fax (705)325-4522

OPP EASTERN REGION HEADQUARTERS
3312 County Rd 43 E
PO Box 2020
Smiths Falls K7A 5K8
General Inquiry (613)284-4500
(613)968-5547 (Belleville Telecommunications)
(613)828-9171 (Kanata Telecommunications)
(613)267-6780 (Perth Telecommunications)
Toll Free 1-888-310-1122
TTY Toll Free 1-888-310-1133
Fax (613)284-4597
Fax (613)828-9980 (Kanata Telecommunications)
Fax (613)267-3524 (Perth Telecommunications)
8:15 - 4:30

ARNPRIOR MUNICIPAL DETACHMENT
44 John St N
PO Box 337
Arnprior K7S 2N2
General Inquiry (613)623-3131
Fax (613)623-2323
8:00 - 4:00

BANCROFT DETACHMENT
33 Flint St
PO Box 640
Bancroft K0L 1C0
General Inquiry (613)332-2122
Fax (613)332-5618
8:00 - 4:00

BROCKVILLE DETACHMENT
1951 Parkedale Ave
PO Box 636
Brockville K6V 5V8
General Inquiry (613)345-1790
Fax (613)345-3202

CASSELMAN DETACHMENT
39 Racine St
PO Box 337
Casselman K0A 1M0
General Inquiry (613)764-5415
Fax (613)764-5418

HAWKESBURY DETACHMENT
2848 Hwy 34
Box 305
Hawkesbury K6A 2R9
General Inquiry (613)632-2729
Fax (613)632-8621
8:00 - 4:30

KILLALOE DETACHMENT
Hwy 60
RR 2
Killaloe K0J 2A0
General Inquiry (613)757-2600
Fax (613)757-2173
8:30 - 4:30

KINGSTON TOWNSHIP MUNICIPAL DETACHMENT
500 O'Connor Dr
PO Box 37 Stn A
Kingston K7P 1N3
General Inquiry (613)384-4700
(613)634-8477 (Crime Stoppers)
Fax (613)634-2294 (Crime Stoppers)
Fax (613)384-2403
8:00 - 4:30

LANCASTER DETACHMENT
134 Pine St
PO Box 160
Lancaster K0C 1N0
General Inquiry (613)347-2449
Fax (613)347-2286
8:00 - 4:00

NAPANEE DETACHMENT
470 Centre St
Napanee K7R 1P8
General Inquiry (613)354-3369
Fax (613)354-9183
8:00 - 5:00

OTTAWA-CARLETON DETACHMENT
937 Teron Rd
PO Box 13490
Kanata K2K 1X6
General Inquiry (613)828-9171
Fax (613)592-2982
7:30 - 4:30

PERTH DETACHMENT
75 Dufferin St
PO Box 160
Perth K7H 3E3
General Inquiry (613)267-2626
Fax (613)267-7489
8:00 - 5:00

PICTON DETACHMENT
Hwy 33 W
PO Box 1490
Picton K0K 2T0
General Inquiry (613)476-2151
Fax (613)476-5016
8:00 - 5:00

PRESCOTT DETACHMENT
1040 Edward St N
PO Box 399
Prescott K0E 1T0
General Inquiry (613)925-4221
Fax (613)925-1115
8:00 - 4:30

QUINTE DETACHMENT
Wallbridge-Loyalist Rd
RR5, C8
Belleville K8N 4Z5
General Inquiry (613)968-6495
(613)969-8477 (Crime Stoppers)
Fax (613)968-7355

SOUTH FRONTENAC DETACHMENT
500 O'Connor Dr
Kingston K7P 1N3
General Inquiry (613)384-2400
(613)634-8477 (Crime Stoppers)
Fax (613)384-2403
Fax (613)634-2294 (Crime Stoppers)
8:00 - 4:30

UPPER CANADA DETACHMENT
1 Mille Roches Rd
PO Box 430
Long Sault K0C 1P0
General Inquiry (613)534-2223
Fax (613)534-2486
8:00 - 4:00

UPPER OTTAWA VALLEY DETACHMENT
162 Agnes St
Pembroke K8A 4M2
General Inquiry (613)735-0188
Fax (613)735-7427

PENITENTIARY SQUAD
440 King St W
PO Box 1174
Kingston K7L 4Y8
General Inquiry (613)530-3183
Fax (613)530-3191
7:00 - 4:00

OPP GREATER TORONTO REGIONAL HEADQUARTERS
100 Bloomington Rd W
PO Box 2500
Aurora L4G 6J8
General Inquiry (905)681-2591 (Burlington)
General Inquiry (905)841-5777 (Aurora)
Toll Free 1-800-263-2277 (24 Hrs - Aurora)
Toll Free 1-800-263-4242 (24 Hrs - Burlington)
TTY Toll Free 1-800-263-2271 (24 Hrs - Aurora)
TTY Toll Free 1-800-263-4246 (24 Hrs - Burlington)
Fax (905)841-7888 (Aurora)
Fax (905)333-3760 (Burlington)
8:15 - 4:30

AURORA DETACHMENT
100 Bloomington Rd W
PO Box 2500
Aurora L4G 6J8
General Inquiry (905)841-5777
Fax (905)841-7888
8:15 - 4:30

BURLINGTON DETACHMENT
1160 North Shore Blvd E
PO Box 5021, Station 'A'
Burlington L7R 3Y8
General Inquiry (905)681-2511
Fax (905)681-2893

CALEDON DETACHMENT
6211 Old Church Rd
Caledon East L0N 1E0
General Inquiry (905)584-2241
(905)857-3304 (Bolton Community Policing)
(519)927-3041 (Caledon Village Community Policing)
Toll Free 1-800-387-8477 (Crime Stoppers)
Toll Free 1-800-461-8477 (Orangeville Crime Stoppers)
Fax (905)584-2188
8:00 - 4:30

CAMBRIDGE DETACHMENT
500 Beaverdale Rd
PO Box 21060
Cambridge N3C 4B1
General Inquiry (519)654-0150
Fax (519)654-9650

DOWNSVIEW DETACHMENT
2682 Keele St
North York M3M 3G5
General Inquiry (416)235-4981
Fax (416)235-1697

NIAGARA DETACHMENT
5345 Stanley Ave
Niagara Falls L2E 6T8
General Inquiry (905)356-1311
Fax (905)356-2636

PORT CREDIT DETACHMENT
49 South Service Rd
Mississauga L5G 2R8
General Inquiry (905)278-6131
(416)222-8477 (Crime Stoppers)
Fax (905)278-5486
8:00 - 4:00

QUEEN'S PARK SERVICES - OGPS
AREA COMMAND DETACHMENT
Macdonald Block
Rm M2-76, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2367
(416)314-3486 (George Drew Bldg)
(416)327-5115 (Osgoode Hall)
Fax (416)327-2376

WHITBY DETACHMENT
1302 Henry St
Whitby L1N 5R7
General Inquiry (905)668-3388
Fax (905)668-3651

OPP NORTH WEST REGION HEADQUARTERS
489 N Algoma St
Thunder Bay P7A 8B1
General Inquiry (807)344-0891
Toll Free 1-888-468-3357 (24 Hrs - Thunder Bay)
TTY Toll Free 1-888-310-1133 (24 Hrs - Thunder Bay)
TTY Toll Free 1-888-310-1122 (24 Hrs - Kenora)
Fax (807)343-2978
Fax (807)343-5013 (Thunder Bay Telecommunications)
Fax (807)468-4264 (Kenora Telecommunications)
8:00 - 4:00

ARMSTRONG DETACHMENT
King St
PO Box 10
Armstrong P0T 1A0
General Inquiry (807)583-2394
Fax (807)583-2285
8:30 - 5:00

DRYDEN DETACHMENT
389 Government Rd
Dryden P8N 2Z2
General Inquiry (807)223-2221
Fax (807)223-4002

IGNACE DETACHMENT
Hwy 17
PO Box 555
Ignace P0T 1T0
General Inquiry (807)934-2265
Fax (807)934-6053

FORT FRANCES DETACHMENT
320 Portage Ave
PO Box 698
Fort Frances P9A 3N1
General Inquiry (807)274-3322
Fax (807)274-7541

ATIKOKAN
130 Hwy 622
PO Box 698
Atikokan P0T 1C0
General Inquiry (807)597-2120
Fax (807)597-2128
8:00 - 4:00

EMO
Hwy 11
Emo P0W 1E0
PO Box 698
Fort Frances P9A 3N1
Fax (807)482-2074

RAINY RIVER
622 Atwood Ave
Rainy River P0X 1L0
PO Box 698
Fort Frances P9A 3N1
General Inquiry (807)852-3271
Fax (807)852-3517

GERALDTON DETACHMENT
901 Main St
PO Box 339
Geraldton P0T 1M0
General Inquiry (807)854-1333
Fax (807)854-1353

LONGLAC
Hwy 11
Longlac P0T 2A0
PO Box 339
Geraldton P0T 1M0
General Inquiry (807)876-2248
Fax (807)876-2950

MANITOUWADGE
Manitou Rd
PO Box 490
Manitouwadge P0T 2C0
General Inquiry (807)826-4641
Fax (807)826-3243

KENORA DETACHMENT
350 Hwy 17A
PO Box 1080
Kenora P9N 3X7
General Inquiry (807)548-5534
Fax (807)548-8381

GRASSY NARROWS
General Delivery
Grassy Narrows P0X 1B0
General Inquiry (807)925-2221
Fax (807)925-2479

MINAKI
PO Box 1
Minaki P0X 1J0
General Inquiry (807)224-3341
Fax (807)224-2331

SIOUX NARROWS
Hwy 71
PO Box 1010
Sioux Narrows P0X 1N0
General Inquiry (807)226-5211
Fax (807)226-5351

MARATHON DETACHMENT
6 Hemlo Dr
PO Box 490
Marathon P0T 2E0
General Inquiry (807)229-0220
Fax (807)229-1852
8:00 - 4:30

NIPIGON DETACHMENT
Hwy 11 & Hwy 17
RR 1, PO Box 187
Nipigon P0T 2J0
General Inquiry (807)887-2637
Fax (807)887-2399
8:15 - 4:30

SCHREIBER
23 Kingsway Rd
PO Box 400
Schreiber P0T 2S0
General Inquiry (807)824-2333
Fax (807)824-3467

NORTHWEST PATROL UNIT
Airport Rd
PO Box 128
Sioux Lookout P0V 2T0
General Inquiry (807)737-1383
Fax (807)737-3241 (North West Region)

PICKLE LAKE DETACHMENT
Anne St.
PO Box 70
Pickle Lake P0V 3A0
General Inquiry (807)928-2211
Fax (807)928-2268

RED LAKE DETACHMENT
115 Howey St
PO Box 342
Red Lake P0V 2M0
General Inquiry (807)727-2418
Fax (807)727-2578
8:00 - 5:00

EAR FALLS
Hwy 105
PO Box 342
Ear Falls P0V 1T0
General Inquiry (807)222-3112
Fax (807)222-3658
8:00 - 4:00

OPP NORTHEAST REGION HEADQUARTERS
875 Gormanville Rd
PO Box 140
North Bay P1B 8G8
General Inquiry (705)495-3880
General Inquiry (705)475-3300
Toll Free 1-888-310-1122 (24 Hrs - North Bay)
TTY Toll Free 1-888-310-1133 (24 Hrs - North Bay)
Fax (705)495-3801
Fax (705)495-3888
8:15 - 4:30

BLIND RIVER DETACHMENT
Causley St
PO Box 400
Blind River P0R 1B0
General Inquiry (705)356-2244
Fax (705)356-1374
8:15 - 4:30

BURK'S FALLS DETACHMENT
Hwy 520
PO Box 514
Burk's Falls P0A 1C0
General Inquiry (705)382-2015
Fax (705)382-2495
8:15 - 4:30

COCHRANE DETACHMENT
64 Third St
Cochrane P0L 1C0
General Inquiry (705)272-4391
Fax (705)272-4380
8:15 - 4:30

KAPUSKASING DETACHMENT
336 Government Rd
PO Box 277
Kapuskasing P5N 2Y4
General Inquiry (705)335-2238
Fax (705)335-2004
8:00 - 4:00

KIRKLAND LAKE DETACHMENT
26 Duncan Ave N
PO Box 234
Kirkland Lake P2N 3H7
General Inquiry (705)567-5355
Fax (705)567-9614
8:00 - 4:00

MANITOULIN DETACHMENT
15504 Hwy #6
PO Box 39
Manitowaning P0P 1N0
General Inquiry (705)859-3155
Fax (705)859-3160
8:15 - 4:30

NORTH BAY DETACHMENT
867 Gormanville Rd
PO Box 21012
North Bay P1B 9N8
General Inquiry (705)495-3878
Fax (705)495-3879
8:00 - 4:00

PARRY SOUND DETACHMENT
7 Bay St
PO Box 458
Parry Sound P2A 1S4
General Inquiry (705)746-4225
Fax (705)746-9731
8:15 - 4:30

SAULT STE MARIE DETACHMENT
742 Great Northern Rd
Sault Ste Marie P6A 5K7
General Inquiry (705)945-6833
Fax (705)945-6797
8:15 - 4:30

SOUTH PORCUPINE DETACHMENT
Hwy 101 and Legion Dr
PO Box 700
South Porcupine P0N 1H0
General Inquiry (705)235-3345
Fax (705)235-4522
8:15 - 5:00

STURGEON FALLS DETACHMENT
11 Front St
PO Box 1000
Sturgeon Falls P0H 2G0
General Inquiry (705)753-2990
Fax (705)753-4811
8:15 - 4:30

SUDBURY DETACHMENT
McFarlane Lake Complex
Suite 1, 3767 Hwy 69 S
Sudbury P3G 1E3
General Inquiry (705)564-6900
Fax (705)564-3115
8:00 - 4:00

TEMISKAMING DETACHMENT
(Old) Hwy. 11B
PO Box 1870
New Liskeard P0J 1P0
General Inquiry (705)475-3300
Fax (705)647-9266
8:00 - 4:30

WAWA DETACHMENT
34 Pinewood Dr
PO Box 19
Wawa P0S 1K0
General Inquiry (705)856-2233
Fax (705)856-7572
8:00 - 5:00

OPP WESTERN REGION HEADQUARTERS
6355 Westminster Dr
PO Box 57, Lambeth Stn
London N6P 1T2
(519)652-4164 (Reception)
Toll Free 1-888-310-1122 (24 Hrs)
TTY Toll Free 1-888-310-1133 (24 Hrs)
Fax (519)652-6465 (Chief Superintendent/Superintendents)
Fax (519)652-4100
8:15 - 4:30

BRANTFORD DETACHMENT
10 Fairview Dr
Brantford N3R 7X7
General Inquiry (519)753-4161
Fax (519)759-2761
8:15 - 4:30

CAYUGA DETACHMENT
69 Talbot St, Hwy #3
PO Box 148
Cayuga N0A 1E0
General Inquiry (905)772-3322
Fax (905)772-5815
8:00 - 4:30

CHATHAM DETACHMENT
535 Park Ave E
PO Box 990
Chatham N7M 5L6
General Inquiry (519)352-1122
Fax (519)352-3886
8:00 - 4:00

ESSEX DETACHMENT
Hwy 401 Interchange 21
PO Box 910
Essex N8M 2Y2
General Inquiry (519)723-2491
Fax (519)723-2497
8:00 - 4:00

GUELPH DETACHMENT
218 Bristol St
Guelph N1H 3M4
General Inquiry (519)822-7250
Fax (519)822-3020
8:15 - 4:30

HURON DETACHMENT (FORMERLY GODERICH)
RR 2, Hwy #21, Box 6
Goderich N7A 3Y5
General Inquiry (519)524-8314
Fax (519)524-4434
8:00 - 4:30

KINCARDINE DETACHMENT
Hwy 21 N
PO Box 40
Kincardine N2Z 2Y6
General Inquiry (519)396-3341
Fax (519)396-4526
8:30 - 4:30

LONDON DETACHMENT
823 Exeter Rd
London N6E 1W1
General Inquiry (519)681-0300
Fax (519)681-0383
8:00 - 4:00

MOUNT FOREST DETACHMENT
630 Main St N
PO Box 3250
Mount Forest N0G 2L0
General Inquiry (519)323-3130
Fax (519)323-3876
8:15 - 4:30

NORTH GREY DETACHMENT
(FORMERLY OWEN SOUND)
655 9th Ave E
PO Box 486
Owen Sound N4K 5P7
General Inquiry (519)376-3433
Fax (519)376-7827
8:15 - 4:30

NORTH LAMBTON DETACHMENT
(FORMERLY FOREST)
101 Broadway
PO Box 130
Forest N0N 1J0
General Inquiry (519)786-2349
Fax (519)786-2141
8:00 - 4:00

PETROLIA DETACHMENT
4218 Oil Heritage Rd Hwy 21
PO Box 400
Petrolia N0N 1R0
General Inquiry (519)882-1011
Fax (519)882-1014
8:00 - 4:00

SEBRINGVILLE DETACHMENT
380 Huron Rd
PO Box 38
Sebringville N0K 1X0
General Inquiry (519)393-6123
Fax (519)393-6125
8:15 - 4:30

SIMCOE DETACHMENT
Hwy 3
PO Box 738
Simcoe N3Y 4T2
General Inquiry (519)426-3434
Fax (519)426-2294
8:15 - 4:30

ST THOMAS DETACHMENT
County Rd 45 at Hwy 4
RR 5, PO Box 22045
St Thomas N5R 6A1
General Inquiry (519)631-2920
Fax (519)631-2923
8:00 - 4:30

STRATHROY DETACHMENT
Hwy 81
PO Box 69
Strathroy N7G 3J1
General Inquiry (519)245-2323
Fax (519)245-1410
8:00 - 4:00

WIARTON DETACHMENT
Box 460, Hwy #6
Wiarton N0H 2T0
General Inquiry (519)534-1323
Fax (519)534-1334
8:15 - 4:30

WOODSTOCK DETACHMENT
Hwy 2 at Hwy 401 and Exit 31
RR 5, PO Box 38
Woodstock N4S 7W5
General Inquiry (519)539-9811
Fax (519)539-9815
8:00 - 4:00

PLANNING AND POLICY DIVISION

George Drew Bldg
10th Flr, 25 Grosvenor St
Toronto M7A 1Y6
Fax (416)325-3465

Planning and Policy Division provides business and financial planning, corporate policy, human resources research and victims services.

RESEARCH SERVICES UNIT
4th Flr, 200 First Ave W
PO Box 4100
North Bay P1B 9M3
General Inquiry (705)494-3400
Fax (705)494-3415
8:30 - 4:30

Research Services is responsible for prioritizing, coordinating, and executing research and program evaluation activities throughout the ministry. The unit's responsibilities include advising and assisting ministry operating divisions to conduct research and program evaluation in a valid and cost-effective manner, preparing requests for proposals for research projects, and assisting in the hiring of external research consultants. Specific areas of expertise include research design, statistics, data management, measurement instrument construction (including psychological tests), and performance indicators. Research Services provides the ministry's liaison to Statistics Canada (Canadian Centre for Justice Statistics) and works to ensure that the ministry meets national justice data requirements. The unit also provides statistical information in response to requests from both within and outside of the ministry.

VICTIMS SERVICES UNIT
Suite 1817 18th Flr, 2 Carlton St
Toronto M5B 1J3
General Inquiry (416)325-3265
Fax (416)325-3196
8:30 - 5:00

The **Victims** Services Unit is responsible for the ministry's program activities in the areas of Sexual Assault, Victim Assistance Services and **Wife Assault**. In particular, the unit is responsible for the **funding** and development of rape crisis/sexual assault centres; the development and provision of Victim Assistance Services, including Victim Crisis Assistance and Referral Services (VCARS); education and training of primarily **police** services in relation to the three program areas of responsibility; and the collection of data in relation to wife assault.

EASTERN REGIONAL OFFICE
(KINGSTON)
27 Place d'Armes St
Kingston K7K 6Z6
General Inquiry (613)548-3370
Fax (613)547-0021
8:30 - 4:30

WESTERN REGIONAL OFFICE
(BRANTFORD)
Suite 105, 446 Grey St
Brantford N3S 7L6
General Inquiry (519)752-3140
Fax (519)752-4642
8:30 - 4:30

NORTHERN REGIONAL OFFICE
(SAULT STE MARIE)
531 Second Line E
Sault Ste. Marie P6B 4K2
General Inquiry (705)945-6862
Fax (705)945-6866
8:30 - 4:30

POLICING SERVICES DIVISION

George Drew Bldg
12th Flr, 25 Grosvenor St
Toronto M7A 2H3
General Inquiry (416)314-3000
Fax (416)314-4037

The Policing Services Division is responsible for promoting policing excellence through training, the development of professional **standards** and new programs, and the provision of an advisory and liaison service to the police community. The adequacy of these programs and the quality of **municipal** police service in Ontario is monitored by conducting audits and investigations. Law enforcement is assisted by the maintenance of the Criminal Intelligence Service of Ontario.

CONSTABLE SELECTION UNIT

George Drew Bldg
10th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)314-3000
Fax (416)326-9349

The Constable Selection unit has developed a standardized, competency-based **police** constable selection process for use by police services in Ontario. This process combines leading edge human resource practices with both established and new assessment tools, within a framework of objective, job-related professional assessment. The new constable selection system has been licensed to the Ontario Association of Chiefs of Police (O.A.C.P.) for provincial implementation. The Constable Selection Unit is responsible for supporting the provincial roll-out in Ontario, for ongoing validation of the system, and for marketing the process in other jurisdictions.

CRIMINAL INTELLIGENCE SERVICE ONTARIO

9th Flr, 25 Grosvenor St
Toronto M7A 2H3
General Inquiry (416)314-3050
Fax (416)314-3043
8:30 - 4:30

Criminal Intelligence Service (CISO), a cooperative between the government and **municipal**/provincial/federal **police** agencies, is mandated to investigate and control organized **crime** in Ontario. It is part of a national network to collect, analyze and disseminate intelligence on organized criminals, their associations, their organizations and their current trends and future endeavours.

ONTARIO POLICE COLLEGE
County Rd 32
PO Box 1190
Aylmer N5H 2T2
General Inquiry (519)773-5361
Fax (519)773-5762 (Administration)
Fax (519)765-1519 (Registration - Training Office)
Fax (519)773-8225 (Training Office)
8:30 - 4:30

The Ontario **Police** College is designed to provide a complete **training** program for Ontario police services, from recruit through supervisory and management levels. Specialized training courses are offered in all situations where a need is demonstrated. In addition, the college develops programs to coordinate and complement in-service training undertaken at the individual service level. Distribution of annual publications (e.g. Calendar of Courses) is restricted to those police services, agencies, ministries, etc. interested in the training of law enforcement and related enforcement personnel. The Ontario Police College maintains a **museum** displaying police exhibits for public viewing.

POLICE SUPPORT PROGRAMS BRANCH
12th Flr, 25 Grosvenor St
Toronto M7A 2H3
General Inquiry (416)314-3000
8:30 - 4:30

The **Police** Support Programs Branch consists of two sections: Inspectorate and Advisory Services, and Operations Support Services. The Inspectorate and Advisory Services is primarily involved in the **auditing/inspection** of police services, as well as providing advice on a wide range of issues to Police Services Boards, Police Associations and police services. This section derives its authority and mandate from section 3(2) of the Police Services Act. The Operations Support Services is responsible for the application and control of the Canadian Police Information Centre (CPIC) system within the province. This role involves auditing police forces to ensure compliance with **CPIC** and Ontario policy, and managing the CPIC network. The section also operates the Suspension Control Centre, which maintains driver licence suspension information on CPIC.

PUBLIC APPOINTMENTS UNIT
George Drew Bldg
18th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)314-9335
Fax (416)314-3536
8:30 - 4:30

The Public Appointments Unit is responsible for administering the ministry's public appointments. The unit monitors municipal police services board appointment terms and expiries, and performs human resources functions including the search, outreach and screening of applicants for final recommendation to the minister's office. The unit prepares briefs and legal Orders-in-Council for all Police Services Board appointees, as well as for Fire Marshal, Ontario Provincial Police, the Ontario Police Arbitration Commission, the Ontario Civilian Commission on Police Services, Coroners Act, and Ontario Police Complaints Commission.

STANDARDS AND NEW PROGRAMS BRANCH
12th Flr, 25 Grosvenor St
Toronto M7A 2H3
General Inquiry (416)314-3000
Fax (416)314-3092
8:30 - 4:30

This Standards and New Programs Branch supports Ontario's police services through development of policing standards (administration, operations and equipment), assistance with traditional and new programs in the areas of crime prevention and community development and advice/support in police services efforts to comply with the regulation requirements of the Police Services Act.

PUBLIC SAFETY DIVISION

George Drew Bldg
18th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)314-3382
Fax (416)314-3388
8:30 - 4:30

The fundamental concern of the Ministry's Public Safety Division relates to the methods of minimizing or eliminating hazards to persons or property, and includes emergency measures, scientific investigations, coordination of fire safety services and the coroner's system.

CENTRE OF FORENSIC SCIENCES
2nd Flr, 25 Grosvenor St
Toronto M7A 2G8
General Inquiry (416)314-3200
Fax (416)314-3225
8:30 - 4:30

The Centre of **Forensic Sciences** prepares legally admissible evidence for law enforcement officers, attorneys, coroners, etc., by scientific examination of physical objects and materials. The centre also supervises Ontario's breath testing program, and trains operators. A **library** offers educational materials for persons and agencies using forensic science services.

EMERGENCY MEASURES ONTARIO
19th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)314-3723
Fax (416)314-3758
8:00 - 5:00

Emergency Measures Ontario is responsible for emergency preparedness and response activities throughout Ontario. Emergency preparedness includes plans, scientific and technical advice, **training**, exercises and **public education**. Emergency response includes the provision of liaison, advice, assistance, and the coordination of provincial emergency management. The branch is organized into the following two functional program areas: Preparedness, and Response and Support Programs. The branch also conducts a provincial

emergency preparedness public education program and coordinates emergency information arrangements in the event of a major emergency.

PREPAREDNESS PROGRAM
19th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)314-3723
Fax (416)314-3758

NORTHEASTERN AREA
Suite 6, 3767 Hwy 69 S
Sudbury P3G 1E4
General Inquiry (416)314-3723
Fax (705)564-4555
8:00 - 4:30

NORTHWESTERN AREA
640 Mountdale Ave
Thunder Bay P7E 6G8
General Inquiry (416)314-3723
Fax (807)473-3199
8:00 - 4:30

SOUTHEASTERN AREA
South Cottage
752 King St W
Postal Bag 8000
Kingston K7L 5A8
General Inquiry (416)314-3723
Fax (613)530-4566

SOUTHWESTERN AREA
Unit L Suite 1-068, 80 Dundas St
London N6A 6A8
General Inquiry (416)314-3723
Fax (519)675-7691
8:00 - 4:30

OFFICE OF THE CHIEF CORONER
Coroners Bldg
2nd Flr, 26 Grenville St
Toronto M7A 2G9
General Inquiry (416)314-4000
Fax (416)314-4030
8:00 - 5:00

Coroners investigate sudden and unexpected **deaths**, inform the public about prevention of similar deaths, order **autopsies** for medicolegal reasons, conduct **inquests** and sign **certificates** for **cremation** and for shipment of **bodies** out of Ontario. The office administers the Coroners Act and the Anatomy Act, concerning donation of bodies for medical education. Adults may give consent by signing the **donor** section of driver **licences** or a donor card; orally, during last illness in the presence of at least two witnesses; or in writing. The office inspects **schools** of anatomy in Ontario, and supplies them with donated or unclaimed bodies. The Office of the Chief Coroner also supervises the Forensic Pathology Unit.

FORENSIC PATHOLOGY UNIT
Coroners Bldg
Main Flr & Bsmt, 26 Grenville St
Toronto M7A 2G9
General Inquiry (416)314-4040
Fax (416)314-4060
8:30 - 4:30

The Forensic Pathology Unit assists in determining the cause of death by conducting a forensic autopsy when warranted by a coroner. The Chief Forensic Pathologist is responsible for overseeing the province's Regional Centres of Excellence. He also supervises regional pathologists who perform medicolegal **autopsies** on a fee-for-service

basis. The unit facilitates various **educational** programs including courses for regional pathologists, an internship program with the University of Toronto's School of Medicine and an in-house residency program for regional pathologists. The unit also actively participates in the organ donation program by informing families of the opportunity and contacting the appropriate agency as requested by the family.

REGIONAL CORONERS

CENTRAL REGION
RR 3, PO Box 10009
North Monaghan Postal Stn
Peterborough K9J 6X4
General Inquiry (705)745-9887
Fax (705)748-5055
9.00 - 5.00

EASTERN REGION
51 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)531-5737
Fax (613)531-5738
8:45 - 4:45

NIAGARA REGION
8th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)682-9209
Fax (905)684-0977
8:30 - 4:30

NORTHEASTERN REGION
19 Monck Rd
PO Box 10027
Bracebridge P1L 1S5
General Inquiry (705)645-9926
Fax (705)645-1694
8:30 - 4:30

NORTHWESTERN REGION
4th Flr, 189 Red River Rd
PO Box 4600
Thunder Bay P7B 6G9
General Inquiry (807)343-7663
Fax (807)343-7665
8:00 - 4:15

SOUTH GEORGIAN BAY REGION
Suite 442, 125 Delhi St
Guelph N1E 4J5
General Inquiry (519)837-6330
Fax (519)837-6329
8:30 - 4:30

SOUTHWESTERN REGION
Unit L Rm 1-068 1st Flr, 80 Dundas St
London N6A 6A8
General Inquiry (519)675-7689
Fax (519)675-7691
8:30 - 4:45

TORONTO REGION
Coroners Courts
15 Grosvenor St
Toronto M4Y 1A9
General Inquiry (416)314-4105
Fax (416)314-3935
8:00 - 5:00

TORONTO CORONERS DISPATCH OFFICE AND MORGUE
Coroners Bldg
Main Flr, 26 Grenville St
Toronto M7A 2G9
General Inquiry (416)314-4100
Fax (416)314-0888
24 hours

TORONTO INQUEST COURTS
Main Flr, 15 Grosvenor St
Toronto M4Y 1A9
General Inquiry (416)314-4200
Fax (416)314-3935
8:00 - 4:00

OFFICE OF THE FIRE MARSHAL
Place Nouveau Bldg
7th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)325-3100
Fax (416)325-3126
http://www.gov.on.ca/OFA/
8:30 - 4:15

The primary function of the Office of the **Fire** Marshal (OFM) is to minimize the loss of life and property from fire by assisting municipalities and fire departments to improve fire protection and fire prevention services. By administering the Fire Prevention and Protection Act, 1997, the OFM supports the functions of municipal fire departments through a variety of advisory, training and instructional programs. The OFM also advises the Ontario government on **standards** and legislative developments that relate to fire protection and fire prevention. The OFM distributes a variety of **publications** for use by the Ontario fire service, i.e. Ontario Fire Service Messenger and the Fire Marshal's Communique. The OFM administers an **awards** program for Ontario firefighters and presents annual fire **safety** awards to citizens, firefighters and organizations under the sponsorship of the Fire Marshal's Public Fire Safety Council.

ACADEMIC STANDARDS & EVALUATION
Place Nouveau Bldg
7th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)325-3168
Fax (416)325-3122
8:30-4:15

The Academic **Standards** and Evaluation Section is responsible for the development of training programs and evaluation systems to improve practices relating to fire protection services as legislated by the Fire Protection and Prevention Act, 1997 and the development and administration of certification and accreditation programs for fire services and Office of the Fire Marshal (OFM) occupational roles. Although this section is not responsible for the direct delivery of the fire service training programs, its major activity is to develop partnerships and alternative delivery mechanisms aimed to enhance fire service accessibility to standardized educational/training programs. This section directs the development of OFM occupational performance standards within government policy. Section staff provide process assistance and consultative services to further professional development and corporate training initiatives within the OFM, and ensure the quality and integrity of the programs.

APPLIED RESEARCH
Place Nouveau Bldg
7th Flr, 5755 Yonge St
North York M2M 4J1
General Inquiry (416)325-3200
Fax (416)325-3213
8:30 - 4:15

Applied **Research** and Data Distribution will support the activities of all other sections by providing relevant data and information on which to make reasonable and informed

decisions on fire **safety** matters such as immediate threats, program needs, applied research and enhancement of fire protection services.

CERTIFICATION AND ACCREDITATION UNIT
Place Nouveau Bldg
7th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)325-3168
Fax (416)325-3122
8:30 - 4:15

Certification and **Accreditation** Unit has responsibility for the provincial **fire** service Certification Program.

DATA, INFORMATION AND STATISTICAL SERVICES
Place Nouveau Bldg
7th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)325-3100
Fax (416)325-3162
8:30 - 4:15

Data, Information and Statistical Services is responsible for the maintenance of Ontario **fire** loss statistics and related databases. The unit provides, upon request, selected analysis and summary of fire statistics for the province.

TESTING AND EVALUATION UNIT
Place Nouveau Bldg
7th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)325-3182
Fax (416)325-3122
8:00 - 4:00

Testing and Evaluation provides consultative services to the Office of the Fire Marshal programs in matters pertaining to assessment, testing and evaluation of learning activities. The unit develops and administers testing and evaluation systems for fire service educational/training programs and internal OFM performance systems.

DEPUTY FIRE MARSHAL
Place Nouveau Bldg
7th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)325-3100
Fax (416)325-3119
8:30 - 4:15

The Deputy Fire Marshal is responsible for overall operations of the OFM through a number of sections. Together with Resource Planning and Administration essential program delivery and the infrastructure of the OFM are managed, including resource planning, financial management, administration, information technology, communications and other information services.

FIRE SCIENCES LIBRARY
7th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)325-3235
Fax (416)325-3213
8:30 - 4:15

The **Fire Sciences Library** has an extensive collection of resources and research materials on fire sciences, fire department operations, **arson**, rescue work, emergency planning and risk management.

FIELD SERVICES MANAGEMENT
Place Nouveau Bldg
7th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)325-3155
Fax (416)325-3263
8:30 - 4:15

Field Services is responsible for the delivery of OFM programs and services offered to the Ontario **Fire** Service, **municipalities** and communities. Programs and services include advice and assistance to municipalities, investigation of fires to determine cause and origin, monitoring and review of fire services, delivery and coordination of training programs and administration of fire protection in the unincorporated areas of the Province. Field Services operates out of two Regional and three satellite offices

NORTHERN REGION - SUDBURY
Suite 6, 3767 Hwy 69S
Sudbury P3G 1E4
General Inquiry (705)564-4550
Toll Free 1-800-565-4734
Fax (705)564-4555
8:15 - 4:30

NORTHERN REGION - THUNDER BAY
640 Mountdale Ave
Thunder Bay P7E 6G8
General Inquiry (807)473-3110
Fax (807)473-3199
8:15 - 4:30

SOUTHERN REGION - KINGSTON
Suite 102, 4 Cataraqui St
Kingston K7K 1Z7
General Inquiry (613)530-2200
Toll Free 1-800-565-3941
Fax (613)530-2210
8:00 - 4:30

SOUTHERN REGION - LONDON
707 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4040
Toll Free 1-800-565-0417
Fax (519)873-4052
Toll Free Fax 1-800-387-7631
8:00 - 4:30

SOUTHERN REGION - MIDHURST
2284 Nursery Rd
Midhurst L0L 1X0
General Inquiry (705)725-7258
Toll Free 1-800-565-1842
Fax (705)725-7259
Toll Free Fax 1-800-361-5186
8:30 - 4:30

FIRE EVALUATION
Place Nouveau Bldg
7th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)325-3203
Fax (416)325-3213
8:30 - 4:30

The primary responsibility of **Fire** Evaluation Unit is to investigate and evaluate specific fire occurrences within the province of Ontario in order to determine factors that may have contributed to life loss or the severity of the fire. This unit is also responsible for technical assistance on all fires investigated by the OFM and for the development and maintenance of all corporate policies and procedures as well as educational programs related to fire investigations.

FIRE PROTECTION SERVICES
2284 Nursery Rd
Midhurst L0L 1X0
General Inquiry (705)725-7258
Fax (705)725-7259
8:30 - 4:15

The **Fire** Protection Services unit develops guidelines and processes to assist **municipalities** to evaluate their fire protection services and provides assistance in identifying alternative delivery systems based on local needs and circumstances.

FIRE SAFETY STANDARDS
Place Nouveau Bldg
7th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)325-3200
Fax (416)325-3213
8:30 - 4:15

Fire **Safety Standards** administers the **Fire** Protection and Prevention Act, 1997 and the Ontario Fire Code by providing advice and opinions on their application, processing **appeals**, developing inspection standards and guidelines related to interpretation and enforcement. The section also takes the lead role in development of new fire safety legislation **regulations** and standards. In addition, the section carries out review of plans for new construction and renovations as they relate to fire safety in education facilities, institutional **buildings**, **hotels** and government buildings.

ONTARIO FIRE COLLEGE
1495 Muskoka Rd
Gravenhurst P1P 1W5
General Inquiry (705)687-2294
(705)687-3419 (Registrar)
Toll Free 1-800-565-0613 (HOTLINE)
Fax (705)687-7911

The Ontario **Fire** College offers in-residence courses of study in fire protection **technology** to **municipal** fire department officers. Together with Field Services, the college coordinates regional **training** for municipal fire fighters in the basic skills of fire prevention and fire

fighting. Curriculum assistance in the development of training programs is offered to fire departments.

RISK ASSESSMENT, MANAGEMENT AND MUNICIPAL REVIEWS
Place Nouveau Bldg
7th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)325-3153
Fax (416)325-3162
8:30 - 4:15

The Risk **Assessment**, Management and Municipal Reviews Section develops programs and processes to ensure adequate levels of fire protection services are provided by municipalities and takes action when a serious threat to public fire **safety** exists.

AGENCIES, BOARDS AND COMMISSIONS

ONTARIO CRIME CONTROL COMMISSION
1st Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)314-0859
Fax (416)314-0870

The Ontario **Crime** Control Commission is made up of three MPPs, the Parliamentary Assistants to the Attorney General, Solicitor General and the Minister of Correctional Services. These Commissioners were appointed by Premier Mike Harris in June 1997 to put the government's commitment to safer communities, crime prevention, more effective law enforcement and a balanced criminal justice system into action. The Commission was created to listen to the public's concerns and identify specific steps the government can take to build a safer Ontario.

ACTS

Ammunition Regulation Act, 1994
Anatomy Act
Coroners Act
Egress from Public Buildings Act
Emergency Plans Act, 1983
Fire Accidents Act
Fire Departments Act
Fire Marshals Act
Firefighters Exemption Act
Firefighters Protection Act, 1993
Hotel Fire Safety Act
Lightning Rods Act
Ministry of Correctional Services Act
Ministry of the Solicitor General Act
Ontario Society for the Prevention of Cruelty to Animals Act
Police Services Act
Private Investigators and Security Guards Act
Public Works Protection Act
Retail Business Holidays Act

MINISTRY OF TRANSPORTATION

301 St Paul St
St Catharines L2R 7R4
1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (905)704-2000 (MTO INFO)
TTY (416)235-4902 (Downsview)
Toll Free 1-800-268-4686
Fax (416)327-9185 (Queen's Park)

The Ministry of Transportation is responsible for ensuring a safe, sustainable, efficient and high-quality transportation network. The ministry sets safety standards, establishes and enforces road user safety regulations, sets design and maintenance standards, and manages the construction and maintenance of the provincial transportation network. The ministry also works with other governments to coordinate and integrate transportation networks to promote harmony in policies and regulations. Safety and highway preservation will continue to be the key priority.

DEPUTY MINISTER'S OFFICE

LEGAL SERVICES BRANCH

West Tower
1st Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4408
Fax (416)235-4924

The Legal Services Branch provides the ministry with legal services, including advice on driver and vehicle licensing matters. The branch provides advice to the ministry on the interpretation of statutes and regulations and assists in the preparation and review of proposed legislation, regulations and other legal documents such as contracts. It also coordinates ministry prosecutions and litigation, participates in the settlement of claims and appears before administrative tribunals. The branch is staffed by the Ministry of the Attorney General.

CORPORATE SERVICES DIVISION

6th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2694
Fax (905)704-2575
8:30 - 5:00

The Corporate Services Division is responsible for supporting the core businesses of the ministry in managing its financial, human, information technology and facility resources.

AUDIT AND EVALUATION SERVICES BRANCH

6th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2338
Fax (905)704-2333
8:30 - 5:00

The Audit and Evaluation Services Branch provides audit and evaluation services to management within the ministry by: providing independent assessments on the state of

control and risk, consulting and making recommendations on financial and management controls; evaluating the effectiveness of ministry programs and activities; auditing existing information systems and advising on the development of new systems; investigating suspected fraud, inpropriety or other issues.

FACILITIES AND OPERATION SERVICES BRANCH
7th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2092
Fax (905)704-2833
8:00 - 5:00

The Facilities and Operation Services Branch is responsible for corporate advice, product delivery and services related to corporate procurement, including consultant services, government fleet acquisition, facilities and accommodation services, telecommunication management, printing and publishing, customer information services, as well as other corporate operation services. The Executive Office, Business Strategies Office, Acquisition Management Office, Facilities Management Office, Publishing Management Office and MTO Info form the foundation of this branch.

MTO INFO (INQUIRY CENTRE)
2nd Flr N, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (416)235-4686 (Toronto)
General Inquiry (905)704-2000
(905)704-2200 (Publications Order Desk)
(416)235-1110 (Road Information - Toronto)
TTY (905)704-2426
Toll Free 1-800-268-4686
Toll Free 1-800-268-1376 (Road Information)
Fax (905)704-2001
http://www.mto.gov.on.ca
8:30 - 4:30

MTO INFO provides bilingual telephone, fax, internet and in-person information on ministry products and services. Road Information operates a telephone reporting service on winter highway conditions and summer highway **construction**. Cellular phone service call *.ROAD (x7623) on the Bell Mobility network and #ROAD (x7623) on the Cantel network. Local road information may also be obtained from the ministry's regional or district offices listed under the Operations Division entry. People with hearing disabilities who have access to the telecommunication device for the deaf (TTY) can call MTO INFO's TTY number.

FINANCE BRANCH
6th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2704
Fax (905)704-2515
8:00 - 5:00

The Finance Branch provides the ministry with financial direction, planning, management and accounting services, and serves as financial liaison with Management Board and Treasury Board, the Provincial Auditor and other Ontario government ministries and

agencies. The branch is organized into four main functional areas: corporate budget, general corporate accounting (including direct & corporate services), financial strategies, and financial quality assurance.

HUMAN RESOURCES BRANCH
5th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2692
Fax (905)704-2747
8:00 - 5:00

The Human Resources Branch provides leadership in the development of human resources policies, practices, plans and systems in support of the ministry's priorities and business plans. Branch staff provides consulting services to the executive, line managers and staff on human resources management issues. The branch works in partnership with staff and their organized representatives to provide a safe, healthy and responsive workplace environment. The branch's functions include Human Resources Strategic and Business Planning; Executive Services, Leadership Tools and Products; Human Resources Consulting Services; Integrated HR Pay and Benefits Administration; Business Process Reengineering and Training Services; Development of Quality Tools and Products; Employee Relations Services, Negotiations and Mediation; Occupational Health and Safety Services; Workplace Discrimination and Harassment Prevention/Equal Opportunity Program; French Language Services.

INFORMATION SYSTEMS BRANCH
7th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2811
Fax (905)704-2666
8:00 - 5:00

The Information Systems Branch is responsible for the management and delivery of information and information technology (I&IT) services that are common to all core businesses, that cross core business lines or that require a high degree of standardization and interface with corporate information technology functions and services. The branch consists of three offices: Application Information Management Office, Technology Infrastructure Management Office, Enterprise I.T. Management Office, and three sections: Information Security Services, Freedom of Information and Information Reference Services. The branch manages the development of strategic and operational information technology plans that define how the ministry will use information technology to achieve business objectives. It is responsible for the development and operation of the ministry's technical architecture that links all ministry offices across the province.

OPERATIONS DIVISION

Ferguson Block
3rd Flr, 77 Wellesley St W
Toronto M7A 1Z8
General Inquiry (416)327-9044
Fax (416)327-9226

Operations Division is responsible for the delivery of transportation facilities and services to all client groups. Operations Division is responsible for building and maintaining the provincial highway system and **airports**; building and operating some **ferry** services; driver

and vehicle licensing; driver examinations; commercial vehicle inspections and highway carrier enforcement. This is done through the Program Management Branch at head office and through five regions, 11 district engineering offices and a number of driver and vehicle offices. These regional functions are described in separate entries.

CONSTRUCTION AND OPERATIONS BRANCH
2nd Flr S, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2032
Fax (905)704-2030
8:00 - 4:30

The Construction and Operations Branch is responsible for the development of highway construction and highway maintenance policies, procedures and systems, conformity of program delivery processes, maintenance planning, assessment of operational efficiency and identification of needs for change and improvement as well as availability of professional expertise. This branch is responsible for the development of transportation operational policies, procedures, service criteria and standards to ensure the appropriate level of consistency and integration of the operation and maintenance of transportation services, infrastructure and related facilities; evaluating and continually improving the efficiency and effectiveness of operational processes and identification of needs for change and improvement. Professional expertise in the areas of traffic operations, maintenance operations, corridor management, contract management, public and engineering claims.

CLAIMS OFFICE
4th Flr, 301 St Paul St
St. Catharines L2R 7R4
General Inquiry (905)704-3023
Fax (905)704-2777
8:00 - 4:30

The **Claims** Office is responsible for resolving public claims against the ministry as follows: Claims settlement - the negotiation and settlement of claims against the ministry, for which the ministry is not insured, including well claims and nuisance claims due to vibrating, **drainage**/flooding, dust, blasting; liaise on claims where incorrect or outdated D&V information results in financial loss or inconvenience; liaise on claims for damage or loss to employee personal property through negligence of the ministry. Recovery of damages to Crown property. Payment to municipal fire departments. Recovery of above municipal fire department costs.

CONSTRUCTION OFFICE
Ground Flr S, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2191
(905)704-2191 (Executive section)
(905)704-2755 (Contract Verification)
(905)704-2203 (Contract Preparation & Control)
Fax (905)704-2040
8:15 - 4:30

The **Construction** Office deals with policies, management and award of **transportation** construction contracts. The Contract Preparation and Control Section prepares and carries out contract documents, answers enquiries during the tendering stage. The Contract

Verification Section reviews documents for randomly selected contracts to assess general quality of documents, and provides independent verification of the accuracy and compliance of contract payment. The System Application Section develops and maintains the automated processes in contract preparation, administration and verification. The Executive Section coordinates development of policies and guidelines for the ministry's construction administration practices and contracting methods. The Qualification Control Section is responsible for the administration of the ministry's system of qualification for road and bridge construction and maintenance **contractors**.

MAINTENANCE OFFICE
2nd Flr S, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2990
Fax (905)704-2848
8:00 - 4:30

The Maintenance Office develops quality, **standards** and operating policies for the maintenance of the provincial **highways** system; and specifications, standards, policies and procedures for the purchase, repair, maintenance and operation of the ministry's vehicles and equipment. The office includes the Government Garage. The office also provides technical leadership and training in the areas of highway maintenance, maintenance contracts, facilities maintenance, **roadside** vegetation management, **pavement** markings, sign manufacture, vehicle maintenance and repairs, vehicle operation and management information systems.

GOVERNMENT GARAGE
Macdonald Block
Rm M1B-93, 900 Bay St
Toronto M7A 2A2
General Inquiry (416)327-7017
Fax (416)327-7024
Fax (416)327-7023
8:15 - 4:30

The Government Garage provides a complete chauffeur and garage service to government ministries.

PROPERTY OFFICE
2nd Flr S, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2329
Fax (905)704-2051
8:15 - 4:30

The Property Office is responsible, within the ministry, for the application of provincial policies and procedures in the areas of property appraisal, acquisition, **land** management, sales and leasing. The office ensures monitoring processes are carried out to obtain good quality and uniform standards of performance, reviews of selected regional land appraisals, coordination of technical training programs and systems development in property processes, and preparation of all **arbitration** cases proceeding before the Ontario Municipal Board.

DRIVERS AND VEHICLES OFFICES - REGIONAL

The **Drivers** and **Vehicles** Office provides driver examination and driver improvement **counselling**, driver and vehicle licensing, vehicle **inspection** and highway carrier **enforcement** programs through 5 regional and 11 district headquarters in the province. Throughout the province, driver examination centres hold driver examination tests for driving cars, trucks, **motorcycles** and other **motor vehicles**, as well as for driver education instructors, and conduct demerit point and driver-improvement interviews. Ministry staff also provide a vehicle inspection function for commercial motor vehicles, monitor school vehicles and bus inspection, issue **safety** standard **certificates** and operate inspection lanes. Transportation Enforcement Officers inspect commercial motor vehicles for compliance with legislation governing driver qualification, vehicle size, weight, mechanical fitness, and load security. Oversize/Overweight **permits** are issued on an annual, project and single-trip basis.

PROGRAM MANAGEMENT BRANCH

4th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2600
Fax (905)704-2626
8:00 - 4:30

The Program Management Branch supports the Operations Division. The branch encompasses the following offices/sections: Resources Administration Office; Systems Development Office; Resources Planning Office, Resources Technology Services Section; Information Management Section; Information Technology Coordinator and Administrative Support/Financial and Human Resource Coordination.

REGIONAL AND DISTRICT OFFICES

Regions and Districts perform delivery functions for the Operations, Administration, Policy and Planning, and Safety and Regulation programs and, in Northwest region only, the Air Program. Each of the five regions is responsible for a defined geographic part of the province. Some functions are peformed at the regional level, while others are delivered at the district level. Each region except Central Region, is divided into both Provincial **Highways**, and Driver and Vehicles Areas. The five regional offices situated in London (Southwestern Region), Downsview (Central Region), Kingston (Eastern Region), North Bay (Northern Region) and Thunder Bay (Northwestern Region) do the route planning, design, **construction** and maintenance for the provincial highway system and the field administration of the driver and vehicle responsibilities. In Central Region, however, functions are divided into two separate offices to manage the work involved.

CENTRAL REGION - DRIVERS AND VEHICLES OFFICES

Atrium Tower
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5406
Fax (416)235-4670
8:00 - 4:30

DRIVER EXAMINATION CENTRES

PEEL/HALTON/HAMILTON-NIAGARA DRIVER EXAMINATION COORDINATOR
1182 North Shore Blvd E
Burlington L5R 3Z9
General Inquiry (905)637-4108x254

BURLINGTON
Zellers Plaza
152 Plains Rd W
Burlington L7T 1E9
General Inquiry (905)632-0446
General Inquiry (905)632-5453

HAMILTON EAST
370 Kenora Ave N
Stoney Creek L8E 2W2
General Inquiry (905)561-5926
Toll Free 1-888-810-8899

JOHN RHODES
John Rhodes Centre
7900 Airport Rd
Brampton L6T 4N8
General Inquiry (905)793-4341
(905)874-4080 (Automated Road Test Appointments)

OAKVILLE
Unit 2, 177 Cross Ave
Oakville L6J 2W7
General Inquiry (905)845-5761

ST CATHARINES
Unit 1, 285 Bunting Rd
St Catharines L2M 7T9
General Inquiry (905)646-2957
Toll Free 1-800-524-9908

YORK/DURHAM DRIVER EXAMINATION COORDINATOR
East Bldg
Rm 169, 2680 Keele St
Downsview M3M 3E6
General Inquiry (416)235-5264

AURORA
50 Bloomington St W
Aurora L4G 3G8
General Inquiry (905)713-7309
Fax (905)713-7314

DOWNSVIEW
East Bldg
Rm 169, 2680 Keele St
Downsview M3M 3E6
General Inquiry (416)235-4949
Fax (416)235-5626
8:30 - 4:30

METRO EAST
Victoria Terrace Plaza
1448 Lawrence Ave E
Toronto M4A 2V6
General Inquiry (416)325-8572
(416)325-8580 (Automated Road Test Appointments)

OSHAWA
67 Thornton Rd S
Oshawa L1J 5Y1
General Inquiry (905)728-7789
(905)728-7616 (Recording)
9:00 - 5:00

DRIVERS AND VEHICLES LICENCE ISSUING OFFICES

DOWNSVIEW
East Bldg
2680 Keele St
Downsview M3M 3E6
General Inquiry (416)235-2999
Toll Free 1-800-268-7590
8:30 - 4:30

HAMILTON
370 Kenora Ave N
Stoney Creek L8E 2W2
General Inquiry (905)561-5926 (Auto Attendant)
8:30 - 4:30

QUEEN'S PARK
Macdonald Block
1st Flr, 900 Bay St
Toronto M7A 2A2
General Inquiry (416)325-8650
8:30 - 4:30

ENFORCEMENT OFFICES

DURHAM
67 Thornton Rd S
Oshawa L1J 5Y1
General Inquiry (905)728-7505
Fax (905)433-6907 (Oshawa)
Fax (905)728-4739 (Whitby)

HALTON
1182 North Shore Blvd E
PO Box 5020
Burlington L5R 3Z9
General Inquiry (905)637-4108x234

HAMILTON/NIAGARA
903 Barton St. E.
Stoney Creek L8E 5P5
General Inquiry (905)892-8631 (Niagara Sub Office)
General Inquiry (905)643-7947x201

PEEL
John Rhodes Driver Examination Centre
7900 Airport Rd
Brampton L6T 4N8
(905)793-4345 (Peel Region Enforcement)
Fax (905)874-4035
9:00 - 5:00

TORONTO
2064 Kennedy Rd
Scarborough M1T 3V1
General Inquiry (416)325-2519
Fax (416)325-8591
8:00 - 4:00

YORK
1st Flr, 50 Bloomington Rd W
Aurora L4G 3G8
General Inquiry (905)713-7324
8:00 - 4:00

REGIONAL DIRECTORS

The province is divided into five geographic regions, with the regional director in each area (listed separately) responsible for the planning, design, construction and maintenance of provincial **highways**; the administration of the Municipal Transportation Subsidy Programs; the examination and licensing of drivers; the **registration** and licensing of motor vehicles; and the **enforcement** of highway carrier regulations.

CENTRAL REGION - OPERATIONS
Atrium Tower
7th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5184
Fax (416)235-5696
8:15 - 4:30

The general highway maintenance activities for the region are coordinated through the regional office. This office manages maintenance programs, all aspects of traffic operation, including statistics and operations studies. It also determines road information, sign and traffic signal locations, and provides traffic engineering services when required. Other activities coordinated by the Central Region - Operations are management of the highways rights-of-way, highway preservation program, fleet operations, municipal liaison, electrical maintenance, and the manufacture of highway **signs** for use throughout the province.

CORRIDOR MANAGEMENT OFFICE
Atrium Tower
1st Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (905)637-4108x232 (Burlington)
General Inquiry (416)235-5385 (Downsview)
Fax (905)637-4114 (Burlington)
Fax (416)235-4267 (Downsview)
8:15 - 4:30

The Corridor Management Office administers control over the following on and adjacent to Provincial Highways: Commercial Signage, Building and Land Use, Entrances, Encroachments on MTO right-of-way, Utility Management in MTO corridors, Severances, Official Plans, Zoning By-Laws, Minor Variances and Subdivisions. The office is responsible for reviewing applications from developers, municipalities, utility companies and the general public, reviewing for adherence to policies and impacts on the highway system, resolving conflicts, issuing permits and enforcement of violations of policies.

CENTRAL REGION - PLANNING, ENGINEERING AND CONSTRUCTION
Atrium Tower
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5412
Fax (416)235-5266

CONSTRUCTION OFFICE
Atrium Tower
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5462
Fax (416)235-5323

Through five regional Construction Offices, the ministry administers and supervises contracts of new highway facilities and for rehabilitation and upgrading of the existing highways (see Regions and Districts for regional offices locations).

ENGINEERING OFFICE
Atrium Tower
4th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5553
Fax (416)235-3436 (Manager)

An Engineering Office is located at each of the ministry's 5 regional offices, listed under the regional offices. Each office manages all pre-construction engineering activities, **environmental** assessment, property acquisition and disposal required for the ministry's highway improvement programs. The Planning and Design Section prepares preliminary designs and assessments of existing and future highway systems; produces detailed project and contract designs; coordinates activities to ensure that detailed design contract packages conform to the Environmental Assessment Act; and ensures compatibility of public and private developments with existing highway facilities and future improvements. The **Surveys** and Plans Section provides all engineering and land surveys and aerial photograph

interpretation in the region. The Property Section acquires, manages, leases and sells the ministry's property holdings.

PLANNING & ENVIRONMENTAL OFFICE
Atrium Tower
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5485
Fax (416)235-4940

Only Central Region has a Planning and Environmental Office. The office conducts sub-area, corridor, route location studies, and all aspects of the environmental assessment process for new highways. The office provides environmental assessment, environmental protection; drainage engineering; and specialty archaeological, acoustical, landscape, fisheries and waste management services to engineering, construction and operations/maintenance projects.

EASTERN REGION (KINGSTON)
355 Counter St
Postal Bag 4000
Kingston K7L 5A3
(613)544-2220 (Main Switchboard)
Toll Free 1-800-267-0295 (General Inquiry)
Toll Free 1-800-267-0284 (Road Info)
Fax (613)545-4607 (Health & Safety)
Fax (613)547-1777 (Regional Director)
Fax (613)547-1774 (Regional Operations)
Fax (613)540-5154 (Property)
Fax (613)545-4786 (Main Switchboard)
Fax (613)540-5129 (Human Resources/Employee Services)
Fax (613)545-4769 (Materials Management)
Fax (613)545-4821 (Engineering, Structural, Surveys & Plans, Geotechnical)
Fax (613)545-1772 (Construction)
Fax (613)540-5159 (Eastern Region - Drivers & Vehicles)
Fax (613)540-5106 (Planning & Design)

DISTRICT NO 42
(KINGSTON/OTTAWA)
355 Counter St
Postal Bag 4000
Kingston K7L 5A3
(613)544-2220 (Main Switchboard)
Fax (613)545-4786

DISTRICT NO 42
(KINGSTON/OTTAWA)
530 Tremblay Rd
PO Box 9530 Terminal
Ottawa K1G 0E4
(613)745-6841 (Main Switchboard)
Fax (613)748-5297

DISTRICT NO 43 (BANCROFT)
50 Monck Rd
PO Box 300
Bancroft K0L 1C0
(613)332-3220 (Main Switchboard)
Toll Free 1-800-554-0487 (General & road info)
Fax (613)332-3751

DRIVERS AND VEHICLES
355 Counter St
Kingston K7L 5A3
General Inquiry 1-800-600-9933 (Enforcement)
General Inquiry 1-800-267-0293
Fax (613)540-5159

KINGSTON AREA OFFICE
355 Counter St
Postal Bag 4000
Kingston K7L 5A3
General Inquiry 1-800-267-0293
Fax (613)545-4781

BANCROFT
50 Monck Rd
PO Box 300
Bancroft K0L 1C0
General Inquiry (613)332-4441
Fax (613)332-2337

BELLEVILLE
Unit 12, 345 College St E
Belleville K8N 5F7
General Inquiry (613)962-8661
Fax (613)962-6566

BROCKVILLE
2211 Parkedale Ave
Brockville K6V 6B2
General Inquiry (613)342-9772
Fax (613)342-0573

LINDSAY
Rm 131, 322 Kent St W
Lindsay K9V 4T7
General Inquiry (705)324-6431
Fax (705)324-6131

PETERBOROUGH
749 Erskine Ave
Peterborough K9J 7Y6
General Inquiry (705)745-9066
Fax (705)745-2615

OTTAWA AREA OFFICE
1570 Walkley Rd
Ottawa K1P 6P5
(613)731-3731/3962 (Drivers & Vehicles)
(613)731-6451 (Oversize/Overweight Permits)
(613)731-6451 (Issuing Office)
Toll Free 1-800-267-0293
Fax (613)731-1444

CORNWALL
120 Tollgate Rd W
Cornwall K6J 5M3
General Inquiry (613)933-8921
Fax (613)933-3197

HAWKESBURY
21 Nelson St E
Hawkesbury K6A 1L4
General Inquiry (613)632-4638
Fax (613)632-5387

PEMBROKE
513 Eganville Rd.
Pembroke K8A 4E6
General Inquiry (613)732-7041
Fax (613)732-4014

RENFREW
740 Stewart St. N.
Renfrew K7V 4G8
General Inquiry (613)432-4556
Fax (613)432-7455

SMITHS FALLS
283 Brockville St.
Smiths Falls K7A 1P5
General Inquiry (613)283-2815
Fax (613)283-2448

WINCHESTER
449 Main St. E.
Winchester K0C 2K0
General Inquiry (613)774-2206
Fax (613)774-1965

NORTHERN REGION (NORTH BAY)
Ontario Government Bldg
Suite 301, 447 McKeown Ave
North Bay P1B 9S9
(705)472-7900 (Main Switchboard)
Toll Free 1-800-461-9547 (General Inquiry, Within Area Code 705)
Toll Free 1-800-461-9548 (Drivers & Vehicles, Demerit Point Interviews, Within Area Code 705)
Toll Free 1-800-461-9523 (Road Information, Within Area Code 705)
Fax (705)497-5415 (Drivers & Vehicles Enforcement - North Bay)
Fax (705)497-5439 (Regional Drivers and Vehicles)
Fax (705)497-5485 (Purchasing, Accounts Payable and Finance)
Fax (705)497-5499 (Regional Director, Engineering, Planning, Design, Geotechnical)
Fax (705)497-5509 (Operations, Traffic, Property, Structural)
Fax (705)497-5525 (Construction, Quality Assurance)
Fax (705)497-5531 (Human Resources/Employee Services)
Fax (705)497-5422 (Main Switchboard)
Fax (705)497-5533 (North Bay District - Drivers & Vehicles, eg. Issuing Permits)
8:15 - 4:30

DISTRICT NO 52 (HUNTSVILLE)
207 Main St W
Bag 5000
Huntsville P0A 1K0
(705)789-2391 (Main Switchboard)
Fax (705)789-3783 (Garage)
Fax (705)789-3606 (Administration)
8:15 - 4:00

DISTRICT NO 53 (NEW LISKEARD)
500 Rockley Rd
PO Box 1390
New Liskeard P0J 1P0
General Inquiry (705)647-5406 (Drivers Vehicles)
(705)647-6761 (Switchboard)
Toll Free 1-800-720-1120 (Switchboard)
Fax (705)647-4571 (General)
Fax (705)647-5871 (Temporary Modular Bridge Yard)
Fax (705)647-7955 (Construction Office - New Liskeard)
8:15 - 4:30

COCHRANE AREA OFFICE - DISTRICT 53
50 Third Ave
PO Box 5000
Cochrane P0L 1C0
(705)272-4333 (Main Switchboard)
Toll Free 1-800-280-1465 (Main Switchboard)
Fax (705)272-6448
8:15 - 4:30

DISTRICT NO 54 (NORTH BAY)
Ontario Government Bldg
Suite 212, 447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)497-5537
Fax (705)497-6800 (Area Office)
Fax (705)497-5524 (Garage - Shop Foreman)
8:15 - 4:30

DISTRICT NO 54 (SUDBURY)
5th Flr, Suite 503, 159 Cedar St
Sudbury P3E 6A5
(705)564-7722 (Main Switchboard)
Fax (705)564-3025 (Construction)
Fax (705)564-3144
Fax (705)564-2949 (District Engineer)
Fax (705)522-8074 (Municipal Section)
Fax (705)564-7731 (Garage Operations)
7:30 - 4:30

DRIVERS AND VEHICLES
Ontario Government Bldg
Suite 104, 447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)497-5411 (District Office Enforcement)
General Inquiry (705)497-5414
Fax (705)497-5415 (District Office Enforcement)
Fax (705)497-5439
8:15 - 4:30

GRAVENHURST (WEIGH SCALES)
Hwy 11 S
Gravenhurst P0C 1G0

HUNTSVILLE
207 Main St. W.
Huntsville P0A 1K0
General Inquiry (705)789-3459
Fax (705)789-9277
8:15 - 4:30

PARRY SOUND (WEIGH SCALES)
Hwy 69
Parry Sound P2A 2W9

TIMMINS
Ontario Government Complex
Highway 101 East, "E" Wing
Postal Bag 4000
South Porcupine P0N 1H0
(705)235-1460 (District of Timiskaming & Cochrane)
Fax (705)235-1475
8:15 - 4:30

COCHRANE
3 Third Ave
Box 5000
Cochrane P0L 1C0
General Inquiry (705)272-7554

ESPANOLA
Ontario Government Complex
Unit 2, 383 Center St
Espanola P5E 1E4
General Inquiry (705)869-4884
Fax (705)869-4865
BLK

KAPUSKASING
RR 2 West Rd, Hwy 11
Kapuskasing P5N 2X8
General Inquiry (705)335-4290
Fax (705)335-5887

KIRKLAND LAKE
6 Tweedsmuir Rd
Kirkland Lake P2N 1H9
General Inquiry (705)567-7911
Fax (705)568-6244
8:30 - 4:00

NEW LISKEARD
500 Rockley Rd
Box 1209
New Liskeard P0J 1P0
General Inquiry (705)647-5406
Fax (705)647-4571
8:15 - 4:30

SUDBURY
Montrose Mall
782 Lasalle Blvd.
Sudbury P3A 4V4
(705)566-0315/6 (Driver Examination)
(705)566-1415 (Oversize/Overweight Permits)
(705)566-1414 (Enforcement)
Fax (705)564-4122 (Enforcement)
Fax (705)564-3026
8:15 - 4:30

NORTHWESTERN REGION (THUNDER BAY)
615 S James St
Thunder Bay P7E 6P6
General Inquiry (807)473-2000
(807)473-2100 (Road Info)
Toll Free 1-800-465-5034 (General info)
Toll Free 1-800-465-5032 (Road info)
Fax (807)473-2134 (Garage)
Fax (807)473-2123 (Airports)
Fax (807)473-2157 (General)
Fax (807)473-2165 (Regional Director & Manager of Engineering)
Fax (807)473-2167 (Property/Traffic)
Fax (807)473-8423 (District 61, Thunder Bay/Reg. Operation)
Fax (807)473-3195 (Purchasing)
Fax (807)473-2168 (Planning & Design/Geotechnical/Surveys & Plans)
Fax (807)577-0730 (Human Resources)
Fax (807)473-2166 (Construction Office)
Fax (807)473-2146 (Structural)
Fax (807)473-2147 (Reg. D & V)
8:15 - 4:30

DISTRICT NO 61 (THUNDER BAY)
615 S James St
Thunder Bay P7E 6P6
General Inquiry (807)473-2044
General Inquiry (807)473-2043
Fax (807)473-8423
8:15 - 4:30

KENORA AREA OFFICE
808 Robertson St
PO Box 5070
Kenora P9N 3X9
General Inquiry (807)468-2740
Fax (807)468-2784

DISTRICT NO 62 (SAULT STE MARIE)
Roberta Bondar Place
4th Flr, Suite 400, 70 Foster Dr
Sault Ste Marie P6A 6V5
General Inquiry (705)945-6611
Fax (705)945-6830
8:30 - 4:30

DRIVERS AND VEHICLES
615 S James St
Thunder Bay P7E 6P6
General Inquiry (807)473-2122 (Drivers & vehicles)
(807)473-2021 (Bus & truck operations)
(807)473-2070 (Reg Mgr, D&V, Thunder Bay)
Toll Free 1-800-465-5035
Toll Free 1-800-465-5032 (Road info)
Fax (807)473-2133 (District Driver & Vehicle Office Thunder Bay)
Fax (705)945-6851 (Sault Ste Marie)
Fax (807)468-2784 (Kenora)
8:15-4:30

KENORA
808 Robertson St
P. O. Box 5070
Kenora P9N 2X9
General Inquiry (807)468-2774
8:15 - 4:30

SAULT STE MARIE
740 Great Northern Rd
Sault Ste. Marie P6A 5K7
General Inquiry (705)945-9393

SOUTHWESTERN REGION (LONDON)
659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4100
Fax (519)873-4236

CONSTRUCTION OFFICE
659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4372
Fax (519)873-4388

This is one of five regional offices that administers and supervises contracts of new highway facilities and for rehabilitation and upgrading of the existing highways.

DRIVERS AND VEHICLES
659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4300
Fax (519)873-4332

KITCHENER DISTRICT
524 Belmont Ave W
Kitchener N2M 5E3
(519)744-8150 (Enforcement)
Toll Free 1-800-265-6363
Fax (519)571-6015
8:00 - 5:00

BARRIE
353 Duckworth St
Barrie L4M 5C2
(705)739-6624 (Drivers & Vehicles)
(705)739-6626 (Bus & Truck Operations)
8:15 - 4:30

GUELPH
Unit 106, 255 Woodland Rd W
Guelph N1H 8J1
General Inquiry (519)824-2790
8:15 - 4:30

ORANGEVILLE
50 Fourth Ave
Orangeville L9W 1G6
General Inquiry (519)941-6861
8:15 - 4:30

ORILLIA
404 Laclie St.
Orillia L3V 4P5
General Inquiry (705)326-9293
8:15 - 4:30

OWEN SOUND
1450 Seventh Ave E
Owen Sound N4K 5R1
(519)376-2342 (Driver & Vehicles)
(519)376-1341 (Bus & Truck Operations)
8:15 - 4:30

WALKERTON
200 McNab St.
Walkerton N0G 2V0
General Inquiry (519)881-3400
8:15 - 4:30

LONDON DISTRICT
659 Exeter Rd
London N6E 1L3
General Inquiry (519)649-4300
(519)268-7612 (Putnam North - Truck Inspection)
(519)268-8240 (Putnam South - Truck Inspection)
Toll Free 1-800-265-6072
Fax (519)873-4306

BRANTFORD
Unit 7, 515 Park Rd N
Brantford N3R 7K8
(519)756-0290 (Public Line)
(519)756-5735 (Recording)
8:30 - 5:00

CLINTON
154 Beech St
Clinton N0M 1L0
(519)482-7831 (Drivers & Vehicles)
(519)482-5536 (Bus & Truck Operations)
8:15 - 4:30

SIMCOE
548 Queensway W
Simcoe N3Y 4T2
General Inquiry (519)426-6722
8:15 - 4:00

STRATFORD
581 Huron St
Stratford N5A 5T8
(519)271-0961 (Driver Exam)
Fax (519)271-9009
8:15 - 4:30

TILLSONBURG
107 Concession St E
Tillsonburg N4G 4W4
(519)842-2039 (Bus & Truck Operations)
(519)842-5739 (Drivers & Vehicles)
8:15 - 4:30

WOODSTOCK
476 Peel St
Woodstock N4S 1K1
General Inquiry (519)539-2223
8:15 - 4:30

WINDSOR DISTRICT
Southgate Plaza
2470 Dougall Ave
Windsor N8X 1T2
General Inquiry (519)972-9044
(519)723-4895 (Windor South - Truck Inspection)
(519)735-5151 (Windsor North - Truck Inspection)
Toll Free 1-800-265-1341/2
Fax (519)973-1492
8:00 - 5:00

CHATHAM
870 Richmond Street
Chatham N7M 5L3
(519)352-6154 (Driver Exam)
Fax (519)352-9346
8:15 - 4:30

SARNIA
Suite 4, 1362 Lambton Mall Rd
Sarnia N7S 5A1
General Inquiry (519)542-7707/8 (Driver & Vehicles)
(519)845-0140 (Sarnia North - Truck Inspection)
(519)845-3292 (Sarnia South - Truck Inspection)
8:15 - 4:30

ENGINEERING OFFICE
659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4367
Fax (519)873-4388

This is one of five regional offices responsible for managing pre-construction engineering activities, environmental assessment, property acquisition and disposal required for the ministry's highway improvement programs.

POLICY, PLANNING AND STANDARDS DIVISION

Ferguson Block
3rd Flr, 77 Wellesley St W
Toronto M7A 1Z8
General Inquiry (416)327-8521
Fax (416)327-8746
8:00 - 5:00

The Policy, Planning and Standards Division is the province's window to the overall transportation system. It has direct responsibility for the long-term planning and use of the provincial highway network. The division is also an advocate of the overall transportation system, and provides the ministry's policy link to other modes including rail, air, marine and municipal transportation. This division contributes to Ontario's economy by helping plan a transportation network that supports trade and commerce, and by promoting competitive transportation industry through a supportive policy and regulatory environment.

BUSINESS SERVICES OFFICE
West Tower
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3990
Fax (416)235-4255
8:00 - 4:30

This Business Services Office is the division's window to administrative, human resource, finance, and information technology services and support. It monitors and reports on the division's financial and human resource position. It also manages and coordinates the information technology infrastructure and provides technical support services to division computer users. This office contributes to the division achieving its business objectives by providing comprehensive and coordinated services and support to the management team.

CORPORATE POLICY AND COMMUNICATIONS BRANCH
Ferguson Block
3rd Flr, 77 Wellesley St W
Toronto M7A 1Z8
General Inquiry (416)327-4952
Fax (416)327-9300
8:15 - 4:30

Corporate Policy and Communications Branch is responsible for coordinating the business planning function of the ministry, including preparation of the detailed technical business plan and the public business plan. The branch also ensures that the policies and initiatives of the ministry are in line with the business planning directions of the organization, and are

strategically communicated. As well, all external and internal communications activities are strategically marketed in a way that promotes and reinforces the change agenda of the government at large and the ministry in particular. This branch also ensures that briefing notes, order papers, petitions and legislative research requests are coordinated and accurately represent the business directions of the ministry.

CORPORATE AFFAIRS OFFICE
West Tower
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4439
Fax (416)235-4648
Fax (416)235-4720
8:00 - 4:30

The Corporate Affairs Office is responsible for ensuring that the Minister is able to respond to requests from the House and strategically represent ministry initiatives in the House. The office monitors the media and House proceedings daily to identify issues requiring briefing notes, responses to petitions, order paper questions and legislative research requests. The office coordinates the provision of all requested briefing materials for the Minister's, the Parliamentary Assistant's or the Premier's use in the House, while attending meetings, and on events/trips. The office consults with the Minister's Office to identify the training needs and coordinates the annual training of ministry staff on the current briefing notes process and the writing of briefing notes for use by the Minister, the Parliamentary Assistant and/or Premier. In addition, the office coordinates the ministry's requests for Cabinet Office approval on public surveys.

CORPORATE MARKETING OFFICE
West Tower
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4863
Fax (416)235-4841
8:00 - 4:30

Corporate Marketing Office is responsible for marketing the activities of the ministry both to external and internal audiences once new initiatives have received Cabinet approval. This office prepares communications strategies, news releases, speaking notes, articles and other written materials to promote ministry programs; identifies opportunities to highlight the ministry's work through public events and news conferences; acts as the ministry's web editor to promote activities through the internet; and acts as main media contact for the organization.

POLICY AND ISSUES MANAGEMENT OFFICE
Ferguson Block
3rd Flr, 77 Wellesley St W
Toronto M7A 1Z8
General Inquiry (416)327-9214
Fax (416)327-2200 (Queen's Park)
8:00 - 4:30

This Policy and Issues Management Office provides policy and communications advice and support to ministry initiatives from the time of conception until approval is received from

Cabinet and is announced; ensures that new policy and program changes are strategically communicated in Cabinet submissions, house statements, announcements, and speeches; and provides advice and support for the management of contentious issues. This office also coordinates and manages the ministry's executive committee, which includes the development of meeting agendas, preparation of binders, providing advice to presenters and recording of minutes.

STRATEGIC PLANNING AND MANAGEMENT TEAM
Ferguson Block
3rd Flr, 77 Wellesley St W
Toronto M7A 1Z8
General Inquiry (416)327-9214
Fax (416)327-2200
8:00 - 4:30

Strategic Planning and Management is a self-managed team that coordinates the business planning functions of the ministry and develops the ministry's business plans; provides strategic planning advice to the ministry and coordinates quarterly executive strategic planning sessions; supports corporate initiatives by coordinating OPS restructuring discussions and developing stakeholder management strategies; prepares reports to Management Board and Cabines Office on corporate initiatives.

ENGINEERING STANDARDS BRANCH
2nd Flr S, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2089
Fax (905)704-2055
8:15 - 4:30

This branch is responsible in the areas of highway design, structural design, surveying, hydrology, property and consultant acquisition, environmental planning and engineering materials, for availability of policies, procedures and systems, conformity of program delivery processes, assessment of operational efficiency and identification of needs for change and improvement and availability of professional expertise. The Transportation Engineering Branch develops policies, designs procedures and systems, and offers advice for the infrastructure of the King's Highway System. The branch also monitors the implementation and effectiveness of the processes and technologies used, and identifies needed improvements in consultation with the ministry's regional offices and with industry.

BRIDGE OFFICE
Mezzanine Level, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2405
Fax (905)704-2060
Fax (905)704-2061
8:15 - 4:30

The Ministry of Transportation has an inventory of approximately 3,000 **bridges** on the provincial highway system, as well as countless culverts, retaining walls, sign supports and other highway related structures. The Bridge Office contributes to the management of this infrastructure with the development, maintenance and implementation of policies, procedures, guidelines, **standards** and specifications. These ensure the safe and efficient design and **construction** of new and rehabilitated highway structures. The Bridge Office

also **designs** complex structures and provides evaluation, monitoring and audit functions related to the performance of various design, construction and rehabilitation contracts and methodologies. A variety of manuals, reports, standard drawings and computer programs are available. These include the Bridge Manual, Structural Rehabilitation Manual, and the Ontario Modular Bridge Analysis System (OMBAS).

CORRIDOR POLICY OFFICE
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2919
Fax (905)704-2828
8:15 - 4:30

The Corridor Policy Office coordinates the review of development proposals (e.g., plans of **subdivisions**, **official plans** and **zoning** bylaws) that may affect provincial **transportation** proposals (e.g., provincial **highways**, future **transit** routes, etc.). The office develops policies and procedures for the transportation corridor program on access policies, right-of-way protection, and **permits** for **advertising signs**, utilities, entrances and **buildings**. Advice is given to other government agencies, **municipalities**, developers and the public. Program administration is shared by district and regional offices (see this ministry's Operations Division entry).

ENGINEERING MATERIALS OFFICE
Central Bldg
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3733
(416)235-3735 (Soils and Aggregates)
(416)235-3715 (Bituminous)
(416)235-3731 (Foundations)
(416)235-3705 (Concrete)
(416)235-3533 (Pavements)
Fax (416)235-3487
8:15 - 4:30

Through the Bituminous, Concrete, **Pavements** and Foundations, and Soils and **Aggregates** Sections, the Engineering Materials Office provides quality **standards**, policies and guidelines for materials and analysis services in the **construction**, maintenance and operation of **highways**. Laboratory testing, technical evaluation and approval services are available for materials to be used in the design, construction, maintenance and operation of the **transportation** system, including highways and **bridges**. The Foundations unit of the Pavements and Foundations Section conducts field investigations, performs geotechnical engineering analysis and produces foundation designs for the proper construction and maintenance of highways and bridges. The Engineering Materials Office publishes reports that are distributed within the ministry and made available to others on request.

GEOMATICS OFFICE
2nd Flr S, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2051
Fax (905)704-2329
8:15 - 4:30

The Geomatics Office provides the ministry with policies, standards, guidelines and procedures for cadastral, engineering and photogrammetric surveying, remote sensing and

cartographic applications related to provincial **roads**. Responsibilities include developing, monitoring and providing technical expertise in geomatics; production of photogrammetric plans, cartographic products; processing legal documents and providing control survey data/services.

HIGHWAY DESIGN OFFICE
2nd Flr N, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2293
Fax (905)704-2050
8:15 - 4:30

The Highway Design Office provides the ministry with policies, **standards**, guidelines and procedures for civil engineering, highway design and **drainage** design related to provincial roads. It deals with the development of standards for highway geometrics, construction, design, drainage, **hydrology**, safety and new products. The office develops and maintains the Ontario Provincial Standards, which reflect construction and maintenance requirements for **highways**, **watermains** and sewers. Responsibilities include developing, monitoring and providing technical expertise on highway design processes, highway design standards and policy and highway design quality assurance. The office produces a number of highway design **publications** and manuals.

RESEARCH AND DEVELOPMENT OFFICE
Central Bldg
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4744
Fax (416)235-4872
8:15 - 4:30

The Research and Development Office assists in the exploitation of new innovations to review standards, reduce costs and enhance management efficiency and effectiveness as related to provincial highways. It investigates infrastructure performance-related problems and evaluates the feasibility of innovations and new products, which are developed by the private sector and research institutions, for appropriateness and usefulness for ministry applications. There are three areas for the office's investigations and assessments: Highway Infrastructure Engineering, Highway Infrastructure Liability Reduction, and Asset Management.

TRAFFIC OFFICE
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2960
Fax (905)704-2888
8:15 - 4:30

The **Traffic** Office develops and implements policies, standards and procedures for traffic control devices (traffic **signs** and signals), illumination and **speed limits** on provincial **highways**, and electrical engineering applications. The office also maintains traffic accident information files for the provincial highway system, develops traffic control techniques and devices, operational activities of the above functions are carried out by the regional offices (see the ministry's Operations Division entry).

MUNICIPAL AND INTERGOVERNMENTAL POLICY BRANCH
West Tower
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3502
Fax (416)235-5243
8:30 - 4:30

Municipal and Intergovernmental Policy Branch coordinates effectively on transportation issues with municipalities, other jurisdictions and interested parties; reflecting the changing era of provincial-municipal relationships, including implementation of the Local Services Realignment (LSR) transportation initiatives; provides a focal point for provincial-municipal, provincial-federal, and First Nation transportation policy initiatives; facilitates and encourages communities to make the best use of their existing transportation resources through coordination and restructuring; facilitates Ontario private sector business opportunities in other countries.

CANADA-ONTARIO INFRASTRUCTURE WORKS SECRETARIAT
West Tower
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4446
Fax (416)235-3573
8:30 - 4:30

The Canada-Ontario Infrastructure Works (COIW) Secretariat was established to coordinate the implementation of the joint one-year agreement between the federal and provincial governments to provide $459 million in funding for infrastructure projects in transportation, **water** and sewer, post-secondary educational institutions and health care.

COMMUNITY TRANSPORTATION ACTION PROGRAM
Macdonald Block
Rm M1-17, 77 Wellesley St W
Toronto M7A 1Z8
General Inquiry (416)325-3283
Fax (416)325-2590
8:30 - 4:30

The Community Transportation Action Program (CTAP) is a joint initiative of the Ministries of Transportation, Education and Training, Health, Community and Social Services, and Citizenship, Culture and Recreation. CTAP was established in August 1996 to provide transitional support to communities in Ontario wishing to coordinate and restructure their local transportation services. Through coordination, communities can reduce duplications and inefficiencies, and free up resources to meet the continuing demand for transportation. Another component of this program is the identification and removal of barriers and red tape that prevent communities from coordinating and restructuring. CTAP offers community groups expert advice and information, and provides limited transitional funding for communities to support start-up costs and formal demonstrations.

EXTERNAL RELATIONS AND PARTNERSHIPS OFFICE
West Tower
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3605
Fax (416)235-5243
8:30 - 4:30

The External Relations and Partnerships Office, in partnership with the Ontario transportation sector, develops international business opportunities. It provides a point of contact for international industrial cooperation. The office liaises with other transportation jurisdictions and associations on transportation matters.

LOCAL SERVICES REALIGNMENT OFFICE
West Tower
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5538
Fax (416)235-5243
8:30 - 4:30

This office is responsible for implementing and coordinating the various transportation elements under the government's Local Services Realignment (LSR) initiative. Key activities include integrating the ministry's analysis of related policy, operational, legislative, financial and workforce impacts with the govenment-wide LSR implementation strategy. The office provides a "one window" approach for MTO's inter-ministry, **municipal** and external LSR partners.

MUNICIPAL TRANSPORTATION POLICY OFFICE
West Tower
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4069
Fax (416)235-5243
8:30 - 4:30

The Municipal **Transportation** Policy Office is responsible for the overall provincial policy for municipal transportation matters including municipal reform, clarification of provincial/municipal transportation roles, liaison with municipal associations and implementation of the resulting service delivery.

TRANSIT CAPITAL MANAGEMENT OFFICE
West Tower
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3502
Fax (416)235-5342
8:30 - 4:30

Transit Capital Management Office is responsible for **municipal** transit matters focusing on provincial subsidy administration for transit capital.

POLICY COORDINATION SECRETARIAT
West Tower
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4504
Fax (416)235-3667
8:30 - 4:30

The Policy Coordination Secretariat provides a focus for policy coordination and development in the division. Its mandate is to help ensure that ministry and division policy initiatives are coordinated and carried out on time, reflecting the needs of the Minister and senior management.

STRATEGIC PROJECTS BRANCH
West Tower
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4205
Fax (416)235-4936
8:00 - 5:00

The focus of the Strategic Projects Branch is to develop transportation policies and direction for new and emerging transportation trends and government businesses. This branch works closely with other ministries and external agencies to ensure that the government and ministry objectives are met.

TRANSPORTATION POLICY BRANCH
West Tower
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4044
Fax (416)235-4932
9:00 - 5:00

The Transportation Policy Branch develops and communicates transportation policies that recognize the needs of users and providers of transportation services both passenger and freight, and supports the government and ministry objectives of social and economic development.

ECONOMIC POLICY OFFICE
West Tower
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4049
Fax (416)235-4932
9:00 - 5:00

The Economic Policy Office is responsible for coordinating and providing analysis of issues, such as, fiscal, monetary, and industrial policies and development, and provincial and federal budgets. The office is also responsible for **transportation** policy and implementation issues related to interprovincial **trade** in transportation services, North American Free Trade Agreement (NAFTA), World Trade Organization (WTO) [formerly

known as General Agreement on Trade and Tariff (GATT)], bilateral agreements, and dispute resolution.

FREIGHT POLICY OFFICE
West Tower
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3604
Fax (416)235-4932
9:00 - 5:00

The Freight Policy Office is responsible for overall policy for "goods **transportation**" matters and efficiency of the freight transportation network. Under the existing multi-modal work team, the office is responsible for mode specific policy issues under trucking, freight rail, intermodal, and marine. It works closely with provincial and municipal economic development authorities in conducting comprehensive plant site location studies for multi-national investors that highlight the transportation advantages of locating in Ontario.

PASSENGER POLICY OFFICE
West Tower
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4058
Fax (416)235-4932
9:00 - 5:00

The Passenger Policy Office provides overall policy for "people **transportation**" matters by providing a framework for an integrated passenger transportation system, including promoting a balance between public transportation and use of the private automobile. The office also develops long-term passenger policy including consideration of passenger needs/preferences, sustainability and required statutory/regulator action. The office incorporates into the policy process the interests of the travelling public, labour and the carrier industry, in the context of provincial policy objectives extending beyond transportation.

TRANSPORTATION SYSTEMS PLANNING BRANCH
West Tower
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3975
Fax (416)235-5224
8:00 - 5:00

The focus of the Transportation Systems Planning Branch is on planning transportation infrastructure. The branch is the province's window on transportation planning — defining strategic transportation needs, guiding transportation capital planning and setting priorities. The branch's direct responsibility is planning the provincial highway network. The branch also manages the development of Intelligent Transportation Systems (ITS) and other advanced transportation applications; and ensures that ministry programs are in compliance with environmental legislation, regulations and standards.

DEMAND MANAGEMENT AND FORECASTING OFFICE
West Tower
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5037
Fax (416)235-5224
8:00 - 5:00

The Demand Management and Forecasting Office provides leadership in collecting and developing transportation demand information, trends and forecasts in support of the transportation planning and policy environment in Ontario. The office forecasts transportation requirements; develops, maintains, coordinates and integrates transportation network modelling (O/D surveys, computer-based travel simulations); determines, supports and coordinates the feasibility and implementation of transportation demand management techniques and measures (rider-sharing Program, HOV lanes); and assembles data/trends on urban and inter-city transportation.

ENVIRONMENTAL OFFICE
Mezzanine Level, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2177
Fax (905)704-2044
8:15 - 4:30

The Environmental Office develops policies, procedures, monitoring and training to ensure that the ministry's programs are in compliance with environmental legislation, regulations and standards. Factor areas addressed include all natural sciences, waste, and contaminants. Legislation addressed includes the Environmental Bill of Rights, the Environmental Assessment Act, Environmental Protection Act, Ontario Water Resources Act, Fisheries Act, Canadian Environmental Assessment Act and Canadian Environmental Protection Act. Environmental units are located in each of the ministry's regional offices (see this ministry's Operations Division entry).

INTELLIGENT TRANSPORTATION SYSTEMS OFFICE
Central Building
Rm. 333, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3811
Fax (416)235-4872
8:00 - 5:00

The Intelligent **Transportation** Systems (ITS) Office conducts, promotes, facilitates and manages development, demonstration and deployment activities in the application of intelligent transportation systems, which use advanced communication, computer and information products, services and systems and other advanced technologies to improve transportation in Ontario, and to save lives, time and money. The emphasis is on working with the private and public sectors to improve productivity, safety, mobility, and the quality of life in Ontario. Activities are concentrated in the areas of intelligent transportation border crossing systems (ITBCS), advanced traveller information systems (ATIS), advanced rural transportation systems (ARTS), commercial vehicle operations (CVO), automated crash notifications systems, advanced vehicle control and safety systems (AVCSS), as well as other advanced **technology** applications for road maintenance, fare collection and smart cards.

PROVINCIAL PLANNING OFFICE
4th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2104
Fax (905)704-2007
8:00 - 5:00

The Provincial Planning Office is responsible for **transportation** planning matters at the international, provincial and inter-regional levels. Specifically, the office develops strategic transportation perspectives and network planning studies for large areas of the province, prioritizes transportation capital improvements based on broad socio-economic criteria, liaises with other government jurisdictions to ensure coordinated transportation planning at international crossings, and represents the ministry on various transportation planning exercises.

STRATEGIC PRIORITIES AND ASSESSMENT OFFICE
West Tower
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4079
Fax (416)325-4936
8:00 - 5:00

The Strategic Priorities and Assessment Office conducts business analysis of Ontario's transportation system to support the Ministry's strategic investment decision making, priority setting, transportation and capital planning, and performance measurement. From a socio-economic perspective, the office undertakes market analysis, providing trends, forecasts and analysis of transportation conditions, flows, and supply and demand factors. The office also provides analysis and expertise concerning the social and economic trends affecting transportation in the province, now and into the future.

URBAN AND REGIONAL PLANNING OFFICE
West Tower
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3971
Fax (416)235-5224
8:00 - 5:00

Urban and Regional Planning Office develops, in conjunction with other provincial ministries, agencies and municipalities, a strategic **transportation** plan which supports and complements the overall growth management strategy for the Greater Toronto Area; acts as the primary ministry liaison with GO Transit on all planning matters; provides the provincial perspective on transportation issues that transcend municipal boundaries; supports Ontario Planning Review through the development of policies, guidelines and performance indicators; develops plans and provides advice on airport ground access issues; conducts studies to develop innovative implementation and funding concepts for transportation infrastructure; promotes land/use transportation coordination opportunities; provides leadership and advice to municipalities regarding transportation planning; and supports Local Services Realignment (LRS) initiatives regarding the transfer.

SAFETY AND REGULATION DIVISION

East Bldg
Main Flr Rm 187, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-2999
Fax (416)235-4153
8:00 - 5:00

The Safety and Regulation Division seeks to develop educational programs, legislative and regulatory policy, and program initiatives to influence the qualifications, behaviors and attitudes of those who use the highway transportation system. The responsibilities include the regulation and licensing of vehicles, drivers, carriers and motor vehicle **inspection** stations, the setting and enforcement of safety standards and the promotion of safety on the **highways**. It is also responsible for overseeing the government's involvement with the truck industry, administering the licensing of for-hire transport under federal and provincial acts, and enforcing these acts with respect to driver and vehicle safety, vehicle weights and sizes, and movement of goods. The Assistant Deputy Minister, Safety and Regulation, is also responsible for the coordination of all Road Safety activities for the province, and acts as the Registrar of Motor Vehicles for Ontario.

BUSINESS AND TECHNOLOGY INTEGRATION GROUP

East Bldg
Main Flr Rms 202 & 211, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3600
Fax (416)235-4642
Fax (416)235-5288

The Business and Technology Integration Group is responsible for portfolio management support for safety and service initiatives, the development of business/technology strategies, market research and business case development within the Safety and Regulation Division.

SERVICE ONTARIO LIAISON OFFICE

East Bldg
Rm 202, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4249

Service Ontario Liaison Office is responsible for service migration.

CARRIER SAFETY AND ENFORCEMENT BRANCH

3rd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2500
Toll Free 1-800-387-7736
8:30 - 4:30

The Carrier Safety and Enforcement Branch promotes and enhances the safe movement of people and goods over Ontario highways by formulating policies and procedures that encourage compliance with statutes governing the economic regulation of **transportation** services, vehicle safety inspection programs and the transportation of dangerous goods. The Carrier Safety and Enforcement Branch contributes to the protection of the highway infrastructure and promotes highway safety by providing expert consulting service in matters relating to vehicle design, performance, **standards** and regulation.

CARRIER SAFETY POLICY OFFICE
3rd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2538
Toll Free 1-800-387-7736
Fax (905)704-2750
8:30 - 4:30

The Carrier **Safety** Policy Office develops and implements regulations, policies and procedures in support of the ministry's commercial vehicle safety and regulatory enforcement activities. The office has policy responsibility for the province-wide network of motor vehicle inspection stations and truck inspection stations, bus and truck safety initiatives, Target '97 recommendations, **transportation** of dangerous goods, hours of work, overdimensional permits, vehicle weights and dimensions, stolen and salvaged **vehicles**, vehicle inspection criteria, the National Safety Code and the Commercial Vehicle Safety Alliance.

CARRIER SAFETY PROGRAM OFFICE
3rd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2212
Toll Free 1-800-387-7736
Fax (905)704-2467
8:30 - 4:30

The Carrier **Safety** Program Office provides administrative support for field staff by interpreting policies and procedures and coordinates information products and services. It also reviews and suggests ways to improve program effectiveness and efficiency, coordinates ministry enforcement officer training, and provides **public education**, marketing and communications. It also provides technical support for field delivery and technical analysis. This office is also responsible for vehicle standards and works closely with the federal government. It also provides consulting services to the ministry, other government agencies and the public on vehicle-related legislation and regulations, vehicle safety standards, and vehicle performance and handling characteristics.

CARRIER SANCTIONS AND INVESTIGATION OFFICE
3rd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2520
General Inquiry (905)704-2500
Toll Free 1-800-387-7736
Fax (905)704-2525
Fax (905)704-2545 (Oversize/Overweight Permits)
8:30 - 4:30

The Carrier Sanctions and Investigation Office issues CVOR **certificates** (Commercial Vehicle Operator's **Registration**), investigates contraventions, monitors the operational **safety** performance and initiates compliance improvement interventions and sanction proceedings against offenders for truck and bus operations through the Commercial Vehicle Operator's Registration. The office also issues for-hire operating **licences** for the trucking industry, including load broker certificates, and licences shortline railways. In addition, the office administers the Motor Vehicle **Inspection** Station program by issuing licences, registering mechanics to inspect **vehicles** in the class authorized and providing stock to the

licensed stations. **Permits** for overdimensional and overweight vehicles are also issued by the office.

CENTRAL REGION DRIVERS AND VEHICLES
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5406

The Central Region Drivers and **Vehicles** Office delivers, within Central Region, the ministry's programs in the areas of driver examination and licensing, driver improvement, vehicle registration and vehicle inspection; and enforces the statutes and regulations related to the operation of vehicles on the highways of Ontario.

LICENSING AND CONTROL BRANCH
East Bldg
Main Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-2999
Fax (416)235-4414

The Licensing and Control Branch administers a program of products and services on driver and vehicle licensing and introduces new technologies to accommodate the changing needs of its customers. The branch regulates driver qualifications and performance and maintains licensing and conviction **records** for **drivers** and vehicles. It also provides driver and vehicle information to the public, the courts and law enforcement agencies. For inquiries concerning vehicle licensing, driver control (suspensions, demerit points), driver licensing (renewals, change of address) and the Canadian Agreement on Vehicle Registration contact the nearest regional or district Drivers and Vehicles Office.

Services offered to the Public:
Disabled Persons Parking Permit

DRIVERS AND VEHICLES FIELD BUSINESS REVIEW OFFICE
East Bldg
Rm 199, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4602
Fax (416)235-5172
8:00 - 5:00

Driver and Vehicle Field Business Review Office reviews existing MTO Drivers and Vehicles Field Business Operations.

ROAD SAFETY BUSINESS SERVICES GROUP
East Bldg
Rm 1-154, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4871
General Inquiry (416)235-5685
General Inquiry (416)235-5344
Fax (416)235-5362
Fax (416)235-4474 (Executive)

The Road Safety Business Services Group is responsible for developing the organizational, financial, marketing, partnership and business requirements for the Safety and Regulation

Division. The group is committed to continuous improvements in business processes and safety programs and involving all interested parties both externally and internally in the development and implementation of safety programs to make road safety a shared responsibility.

SAFETY INFORMATION TECHNOLOGY BRANCH
East Bldg
Main Flr Rm 121, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4099
Fax (416)235-5211

The Safety Information Technology Branch provides information technology services to the operational units in the Safety and Regulation Division. This includes the development and maintenance of the driver, vehicle and carrier computer applications, support for the province-wide telecommunications network, business analysis, microcomputer development service, strategic planning and information resource management.

APPLICATION SOLUTIONS OFFICE
East Bldg
Main Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4324
General Inquiry (416)235-4502
Fax (416)235-4100

The Applications Solutions Office provides new computer applications development, enhancements and support for the division's operational systems, incorporating full system development, life cycle support and project management.

PLANNING AND TELECOMMUNICATIONS OFFICE
East Bldg
Lower Level, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4517
Fax (416)235-4844

The Planning and Telecommunications Office provides analysis, evaluation and implementation of information systems and emerging technologies that support the business strategies of the Safety and Regulation Division. The division's day-to-day operational systems are also maintained through this office's production control services and support of the on-line, province-wide data communication network.

SYSTEMS SUPPORT OFFICE
East Bldg
Main Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4511
Fax (416)235-3970

The Systems Support Office provides data base administration, systems management and quality assurance, systems library administration, systems testing, batch production control, and support services for application development and maintenance.The office also provides

24-hour technical support to the operation of the division's on-line and batch production systems.

SAFETY POLICY BRANCH
East Bldg
Main Flr Rm 215, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3585
Fax (416)235-5129
Fax (416)235-3633
Fax (416)235-3675
8:00 - 4:30

The **Safety** Policy Branch promotes road user safety through the work of various offices which are described in individual entries.

ROAD SAFETY MARKETING OFFICE
East Bldg
Rm 215 Main Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3585
(416)235-7473 (Info Sheets, Posters, Handbooks, Brochures On Bicycle Safety, Seat Belt/Child Safety Seats)
(416)235-7473 (Brochures On School Age/School Bus, General Rd Safety, Seniors, Pedestrians & New Drivers)
Fax (416)235-5129 (Downsview)
Fax (613)545-4781 (Kingston)
Fax (519)649-3150 (London)
Fax (705)497-5439 (North Bay)
Fax (807)473-2167 (Thunder Bay)
Fax (416)235-3633
Fax (416)235-5068 (Brochures On School Age/School Bus, General Rd Safety, Seniors, Pedestrians & New Drivers)
Fax (416)235-5068 (Info Sheets, Posters, Handbooks, Brochures On Bicycle Safety, Seat Belt/Child Safety Seats)
8:00 - 4:30

The Road **Safety** Marketing Office develops community networks to deliver road safety programs and monitors road safety activity through liaisons with stakeholders and other jurisdictions. Provincial programs that promote road safety are also delivered by this office.

ROAD USER POLICY OFFICE
East Bldg
Main Flr Rm 215, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3585
Fax (416)235-3633
8:00 - 4:30

The Road User Policy Office promotes **safety** on Ontario's **highways** by coordinating highway activities in the public and private sectors. It develops, monitors and evaluates legislation, regulations and policies, designed to influence the qualification, behaviour and attitudes of all road users and the use of safety-related vehicle equipment. The legislation

and regulations primarily involve the Highway Traffic Act, Motorized **Snow Vehicles** Act and Off Road Vehicles Act.

AGENCIES, BOARDS AND COMMISSIONS

GO TRANSIT

Suite 600, 20 Bay St
Toronto M5J 2W3
General Inquiry (416)869-3600
Fax (416)869-3525
7:45 - 4:15

The Toronto Area **Transit** Operating Authority (**GO Transit**) is the interregional transit system established by the Province of Ontario linking Metropolitan Toronto with the surrounding regions of Durham, York, Peel, Halton and Hamilton-Wentworth. The system started as a single **rail** line in 1967, is now an integrated network of train and bus services running over an 8,000 square kilometre (3,000 square miles) area up to 90 kilometres (55 miles) from downtown Toronto. GO Transit administers the system using contract operators CN and CP for GO Train service; GO Transit operates the bus service directly. For timetable and fare information, phone the local GO Transit number (416)869-3200 or 1-888-438-6646 toll free. GO Transit is governed by a Board of Directors made up of the Regional Chairs of the region it serves. The Head Office maintains a **library**, open to the public (416) 869-3600 x5351, and publishes various brochures, timetables, annual report and other information.

Services offered to the Public:
Library
Lost & Found
Passengers with Disabilities.
Public Communications
Rail Safety
Student Identification Card
Transit Enforcement

LICENCE SUSPENSION APPEAL BOARD

12th Flr, 1st Clair Ave W
Toronto M4V 1K6
General Inquiry (416)325-0209
Toll Free 1-800-255-2214
Fax (416)325-5217
Toll Free Fax 1-800-720-5292
8:30 - 4:45

The Licence Suspension **Appeal** Board (LSAB) is an independent quasi-judicial tribunal authorized under the Highway Traffic Act (HTA) to hear appeals from: **drivers** who have had their driving privileges suspended or restricted under the HTA; garage proprietors or garage mechanics who have had their licence or **registration** to issue Safety Standard **Certificates** suspended or cancelled; transport carriers that have had their Commercial Vehicle Operator Registration (CVOR) restricted, suspended or cancelled; drivers whose licence has been suspended for 90 days pursuant to s.48.(3) HTA. Pursuant to the Comprehensive Road Safety Act, 1997, further amending the HTA, the Board's jurisdiction

has broadened to hear appeals of commercial vehicle impoundment based on a critical defect.

ONTARIO HIGHWAY TRANSPORT BOARD
10th Flr, 151 Bloor St W
Toronto M5S 2T5
General Inquiry (416)326-6732
Fax (416)326-6738
8:30 - 4:30

The Ontario Highway Transport Board, an administrative tribunal, recommends to the Minister of Transportation the issuance of and extensions to operating **licences** for bus for-hire services, approval or rejection of transfers of operating licences and share transfers, and deals with application to suspend, cancel or impose conditions on operating licences under the Public **Vehicles** Act and part I of the Motor Vehicle Transport Act, 1987. These two Acts require that for-hire bus operators hold an appropriate operating licence. The Ontario Highway Transport Board operates as a quasi-judicial administrative tribunal. Under the Public Vehicles Act and the Motor Vehicle Transport Act, the Board controls entry and maintains an orderly development in the business of transporting passengers for compensation in public vehicles, both within Ontario and to other jurisdictions.

ONTARIO TRANSPORTATION CAPITAL CORPORATION
Suite 2001, 200 King St W
PO Box 80
Toronto M5H 3T4
General Inquiry (416)326-6606
Fax (416)326-9164
Fax (416)326-6460
www.407etr.com

The Ontario **Transportation** Capital Corporation's (OTCC) was created in November, 1993 with a mandate to complete large transportation projects quickly and cost efficiently by a public/private partnership. OTCC, governed by a Board Of Directors owns the 407 ETR (Express Toll Route) all-electronic toll road facility and retains responsibility for the financing, marketing, revenue collection and overall project performance. The 407 ETR was delivered in under five years, and nearly two decades ahead of schedule, for less money than conventional financing of transportation projects. The 407 ETR is an east-west highway across the northern section of the Greater Toronto Area. A total of 67 kilometres is open from Highway 403 in Oakville to McCowan Road in Markham.

ACTS

Airports Act
Bluewater Bridges Act, 1940
Bridges Act
Commuter Services Act
Dangerous Goods Transportation Act
Ferries Act
Highway Traffic Act
Local Roads Boards Act
Ministry of Transportation Act
Motorized Snow Vehicles Act
Off-Road Vehicles Act

Ontario Highway Transport Board Act
Ontario Transportation Development Corporation Act, 1980
Public Service Works on Highways Act
Public Transportation and Highways Improvement Act
Public Vehicles Act
Railways Act
Rainbow Bridge Act, 1941
Short Line Railways Act
Statute Labour Act
Toll Bridges Act
Toronto Area Transit Operating Authority Act
Township of Pelee Act, 1978
Truck Transportation Act
Urban Transportation Development Corporation Ltd. Act, 1980

MINISTER RESPONSIBLE FOR WOMEN'S ISSUES

Mowat Block
6th Flr, 900 Bay St
Toronto M7A 1Y7
General Inquiry (416)326-1600
Fax (416)326-1638
http://www.gov.on.ca/owd
8:30 - 6:00

The Minister Responsible for Women's Issues advises the government on matters pertaining to women.

ONTARIO WOMEN'S DIRECTORATE

Mowat Block
6th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-0300
Fax (416)314-0247
http://www.gov.on.ca/owd
8:30 - 5:00

The aim of the Ontario **Women's** Directorate (OWD) is to help the government of Ontario to achieve its commitment to economic, legal and social equality for all women in Ontario. Central to our work is the recognition of diversity among women. The OWD, as part of the Ontario government, works with women's groups, community, labour and business organizations, the general public and governments. Our work includes policy development and review, program coordination, consultation and **public education**. OWD core businesses are prevention of violence against women and promotion of women's economic independence.

ADMINISTRATIVE SERVICES UNIT

Mowat Block
6th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-0300
Fax (416)314-0247

The Administrative Services Unit coordinates a variety of financial, personnel, information technology and administrative functions for the Ontario Women's Directorate, provides payment services, maintains the financial and administrative systems, develops financial and administrative standards, reports on financial matters, and liaises with Management Board of Cabinet, Management Board Secretariat, partner ministries, vendors, and the public.

ECONOMIC DEVELOPMENT AND PARTNERSHIPS BRANCH
Mowat Block
4th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-0300
Fax (416)314-0256

The Economic Development and Partnerships Branch (EDP) promotes private and public sector partnerships that encourage **women's** economic independence and stop violence. It administers the Women's Centres Program. The Priority Project **Funding** Program provides **grants** to incorporated, non-profit **community** organizations to support projects that address community **safety** and violence prevention, economic self-sufficiency for women and the transition from crisis to economic independence. The Communications Unit provides a wide range of corporate communications and public information services to support the programs and objectives of the Ontario Women's Directorate.

POLICY AND VIOLENCE PREVENTION BRANCH
Mowat Block
4th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-0300
Fax (416)314-0255

The Policy and Violence Prevention Branch works with other ministries, other jurisdictions and community groups in the development and analysis of policies and programs affecting **women's** economic, legal, and social equality. The branch also works to promote community **safety** specifically as it relates to the prevention of violence against women and coordinates violence prevention initiatives and funding across government. The Social and Economic Policy Unit works to ensure that the government's priorities and OWD business objectives are reflected in the development and analysis of legislation, policies, programs and services affecting women. The Justice and Violence Prevention Unit coordinates the Violence Against Women Prevention Initiatives, develops policies and initiatives, and liaises with other ministries, jurisdictions, and partners. The French Language Services Coordinator ensures that OWD provides services in French according to the French Language Services Act.

MINISTERIAL RESPONSIBILITY FOR ACTS

Absconding Debtors Act (Attorney General)
Absentees Act (Attorney General)
Accidental Fires Act (Attorney General)
Accumulations Act (Attorney General)
Administration of Justice Act (Attorney General)
Age of Majority and Accountability Act (Attorney General)
Aggregate Resources Act, 1989 (Natural Resources)
Agreement Authorization Act, 1958 (Natural Resources)
AgriCorp Act (Agriculture, Food and Rural Affairs)
Agricultural Rehabilitation and Development Act (Ontario) (Agriculture, Food and Rural Affairs)
Agricultural Research Institute of Ontario Act (Agriculture, Food and Rural Affairs)
Agricultural Tile Drainage Installation Act (Agriculture, Food and Rural Affairs)
Agricultural and Horticultural Organizations Act (Agriculture, Food and Rural Affairs)
Airports Act (Transportation)
Alcohol and Gaming Regulation and Public Protection Act, 1996 (Consumer and Commercial Relations)
Alcoholism and Drug Addiction Act (Health)
Algonquin Forestry Authority Act (Natural Resources)
Algonquin Provincial Park Extension Act, 1960-61 (Natural Resources)
Aliens' Real Property Act (Attorney General)
Ambulance Act (Health)
Ammunition Regulation Act, 1994 (Solicitor General and Correctional Services)
Amusement Devices Act (Consumer and Commercial Relations)
An Act Respecting Queen's College at Kingston, 1874, as amended (Education and Training)
Anatomy Act (Solicitor General and Correctional Services)
Anglican Church of Canada Act, 1979 (Attorney General)
Animals for Research Act (Agriculture, Food and Rural Affairs)
Apportionment Act (Consumer and Commercial Relations)
Arbitrations Act (Attorney General)
Arboreal Emblem Act, 1984 (Natural Resources)
Architects Act (Attorney General)
Archives Act (Citizenship, Culture and Recreation)
Art Gallery of Ontario Act (Citizenship, Culture and Recreation)
Artificial Insemination of Livestock Act (Agriculture, Food and Rural Affairs)
Arts Council Act (Citizenship, Culture and Recreation)
Assessment Act (Finance)
Assessment Review Board Act (Attorney General)
Assignments and Preferences Act (Consumer and Commercial Relations)
Athletics Control Act (Consumer and Commercial Relations)
Audiology and Speech-Language Pathology Act (Health)
Bail Act (Attorney General)
Bailiffs Act (Consumer and Commercial Relations)
Barrie-Innisfil Annexation Act, 1981 (Municipal Affairs and Housing)
Barrie-Vespra Annexation Act, 1984 (Municipal Affairs and Housing)
Barristers Act (Attorney General)
Beds of Navigable Waters Act (Natural Resources)
Beef Cattle Marketing Act (Agriculture, Food and Rural Affairs)
Bees Act (Agriculture, Food and Rural Affairs)
Blind Persons' Rights Act (Attorney General)
Bluewater Bridges Act, 1940 (Transportation)
Boilers and Pressure Vessels Act (Consumer and Commercial Relations)
Boundaries Act (Consumer and Commercial Relations)
Brantford-Brant Annexation Act, 1980 (Municipal Affairs and Housing)
Bridges Act (Transportation)

Brock University Act, 1964 (Education and Training)
Building Code Act, 1992 (Municipal Affairs and Housing)
Bulk Sales Act (Attorney General)
Business Corporations Act (Consumer and Commercial Relations)
Business Names Act (Consumer and Commercial Relations)
Business Practices Act (Consumer and Commercial Relations)
Business Records Protection Act (Attorney General)
Business Regulation Reform Act, 1994 (Consumer and Commercial Relations)
Canada Company's Lands Act, 1922 (Natural Resources)
Cancer Act (Health)
Cancer Remedies Act (Health)
Capital Investment Plan Act (only in respect to ORC) (Management Board of Cabinet)
Capital Investment Plan Act, 1993 (Finance)
Capital Investment Plan Act, 1993 (Environment)
Carleton University Act, 1952 (Education and Training)
Cemeteries Act (Revised) (Consumer and Commercial Relations)
Centennial Centre of Science and Technology Act (Citizenship, Culture and Recreation)
Certification of Titles Act (Consumer and Commercial Relations)
Change of Name Act (Consumer and Commercial Relations)
Charitable Gifts Act (Attorney General)
Charitable Institutions Act (Health)
Charitable Institutions Act (Community and Social Services)
Charities Accounting Act (Attorney General)
Child Care Supplement Information Collection Act, 1998 (Finance)
Child and Family Services Act (Community and Social Services)
Children's Law Reform Act (Attorney General)
Chiropody Act (Health)
Chiropractic Act (Health)
City of Cornwall Annexation Act, 1974 (Municipal Affairs and Housing)
City of Gloucester Act, 1980 (Municipal Affairs and Housing)
City of Hamilton Act, 1975 (Municipal Affairs and Housing)
City of Hazeldean-March Act, 1978 (Municipal Affairs and Housing)
City of London Act, 1990 (Municipal Affairs and Housing)
City of Nepean Act, 1978 (Municipal Affairs and Housing)
City of Ottawa Road Closing & Conveyance Validation Act, 1981 (Municipal Affairs and Housing)
City of Port Colborne Act, 1974 (Municipal Affairs and Housing)
City of Sudbury Hydro-Electric Service Act, 1980 (Municipal Affairs and Housing)
City of Thorold Act, 1975 (Municipal Affairs and Housing)
City of Thunder Bay Act, 1968-69 (Municipal Affairs and Housing)
City of Timmins-Porcupine Act, 1972 (Municipal Affairs and Housing)
City of Toronto Act, 1997 (No. 2) (Municipal Affairs and Housing)
Class Proceedings Act, 1992 (Attorney General)
Collection Agencies Act (Consumer and Commercial Relations)
Colleges Collective Bargaining Act (Education and Training)
Commercial Tenancies Act (Municipal Affairs and Housing)
Commissioners for Taking Affidavits Act (Attorney General)
Commodity Board Members Act (Agriculture, Food and Rural Affairs)
Commodity Boards and Marketing Agencies Act (Agriculture, Food and Rural Affairs)
Commodity Futures Act (Finance)
Community Economic Development Act, 1993 (Municipal Affairs and Housing)
Community Psychiatric Hospitals Act (Health)
Community Recreation Centres Act (Citizenship, Culture and Recreation)
Community Small Business Investment Funds Act (Finance)
Commuter Services Act (Transportation)
Compensation for Victims of Crime Act (Attorney General)

Compulsory Automobile Insurance Act (Finance)
Condominium Act (Consumer and Commercial Relations)
Conservation Authorities Act (Natural Resources)
Conservation Land Act (Natural Resources)
Consolidated Hearings Act, 1981 (Environment)
Construction Lien Act (Attorney General)
Consumer Protection Act (Consumer and Commercial Relations)
Consumer Protection Bureau Act (Consumer and Commercial Relations)
Consumer Reporting Act (Consumer and Commercial Relations)
Conveyancing and Law of Property Act (Attorney General)
Cooperative Corporations Act (Finance)
Coroners Act (Solicitor General and Correctional Services)
Corporations Act (Consumer and Commercial Relations)
Corporations Information Act (Consumer and Commercial Relations)
Corporations Tax Act (Finance)
Costs of Distress Act (Attorney General)
County of Haliburton Act, 1982 (Municipal Affairs and Housing)
County of Middlesex Act, 1979 (Management Board of Cabinet)
County of Oxford Act (Municipal Affairs and Housing)
County of Simcoe Act, 1993 (Municipal Affairs and Housing)
Courts of Justice Act (Attorney General)
Courts of Justice Statute Law Amendment Act, 1994 (Attorney General)
Credit Unions and Caisses Populaires Act, 1994 (Finance)
Creditors' Relief Act (Attorney General)
Crop Insurance (Ontario) 1996 (Agriculture, Food and Rural Affairs)
Crown Administration of Estates Act (Attorney General)
Crown Agency Act (Attorney General)
Crown Attorneys Act (Attorney General)
Crown Employees Collective Bargaining Act,1993 (Labour)
Crown Forest Sustainability Act (Natural Resources)
Crown Timber Act (Natural Resources)
Crown Witnesses Act (Attorney General)
Dangerous Goods Transportation Act (Transportation)
Day Nurseries Act (Community and Social Services)
Dead Animal Disposal Act (Agriculture, Food and Rural Affairs)
Debt Collectors Act (Consumer and Commercial Relations)
Degree Granting Act (Education and Training)
Dental Hygiene Act, 1991 (Health)
Dental Technology Act, 1991 (Health)
Dentistry Act, 1991 (Health)
Denturism Act, 1991 (Health)
Development Charges Act, 1997 (Municipal Affairs and Housing)
Development Charges Act, Part III (Education and Training)
Development Corporations Act (Economic Development, Trade and Tourism)
Development Services Act (Long-term care programs and services) (Health)
Developmental Services Act (Community and Social Services)
Dietetics Act, 1991 (Health)
Discriminatory Business Practices Act (Consumer and Commercial Relations)
Disorderly Houses Act (Attorney General)
District Municipality of Muskoka Act (Municipal Affairs and Housing)
District Welfare Administration Boards Act (Community and Social Services)
District of Parry Sound Local Government Act, 1979 (Municipal Affairs and Housing)
Dog Owner's Liability Act (Attorney General)
Dower and Miscellaneous Abolition Act, 1980 (Attorney General)
Drainage Act (Agriculture, Food and Rural Affairs)
Drug Interchangeability and Dispensing Fee Act (Health)
Drug and Pharmacies Regulation Act (Health)
Drugless Practitioners Act (Health)
Edible Oil Products Act (Agriculture, Food and Rural Affairs)
Education Act (Education and Training)

Egress from Public Buildings Act (Solicitor General and Correctional Services)
Elderly Persons Centres Act (Health)
Elderly Persons' Housing Aid Act (Municipal Affairs and Housing)
Election Act (Legislative Offices)
Election Finances Act (Legislative Offices)
Electronic Registration Act, 1991 (Consumer and Commercial Relations)
Elevating Devices Act (Consumer and Commercial Relations)
Emergency Plans Act, 1983 (Solicitor General and Correctional Services)
Employer Health Tax Act (Finance)
Employers and Employees Act (Attorney General)
Employment Agencies Act (Labour)
Employment Standards Act (Labour)
Endangered Species Act (Natural Resources)
Energy Act (Consumer and Commercial Relations)
Energy Efficiency Act (Environment)
English and Wabigoon River Systems Mercury Contamination Settlement Agreement Act, 1986 (Attorney General)
Environmental Assessment Act (Environment)
Environmental Bill of Rights (Environment)
Environmental Protection Act (Environment)
Escheats Act (Attorney General)
Essex County French-language Secondary School Act, 1977 (Education and Training)
Estates Act (Attorney General)
Estates Administration Act (Attorney General)
Evidence Act (Attorney General)
Execution Act (Attorney General)
Executive Council Act (Cabinet Office)
Expropriations Act (Attorney General)
Extra-Provincial Corporations Act (Consumer and Commercial Relations)
Factors Act (Consumer and Commercial Relations)
Fair Municipal Finance Act No.1, 1997 (Finance)
Fair Municipal Finance Act No.2, 1997 (Finance)
Family Benefits Act (Community and Social Services)
Family Law Act (Attorney General)
Family Support Plan Act (Attorney General)
Farm Implements Act (Agriculture, Food and Rural Affairs)
Farm Income Stabilization Act (Agriculture, Food and Rural Affairs)
Farm Practices Protection Act (Agriculture, Food and Rural Affairs)
Farm Products Containers Act (Agriculture, Food and Rural Affairs)
Farm Products Grades and Sales Act (Agriculture, Food and Rural Affairs)
Farm Products Marketing Act (Agriculture, Food and Rural Affairs)
Farm Products Payments Act (Agriculture, Food and Rural Affairs)
Farm Registration and Farm Organizations Funding Act (Agriculture, Food and Rural Affairs)
Farming and Food Production Protection Act (Agriculture, Food and Rural Affairs)
Ferries Act (Transportation)
Financial Administration Act (Finance)
Financial Services Commission of Ontario Act, 1997 (Finance)
Fines and Forfeitures Act (Attorney General)
Fire Accidents Act (Solicitor General and Correctional Services)
Fire Departments Act (Solicitor General and Correctional Services)
Fire Marshals Act (Solicitor General and Correctional Services)
Firefighters Exemption Act (Solicitor General and Correctional Services)
Firefighters Protection Act, 1993 (Solicitor General and Correctional Services)
Fish Inspection Act (Natural Resources)
Fisheries Industrial Development Act (Natural Resources)
Fisheries Loans Act (Natural Resources)
Flag Act (Management Board of Cabinet)
Floral Emblem Act (Management Board of Cabinet)
Fluoridation Act (Health)
Foreign Cultural Objects Immunity from Seizure Act (Citizenship, Culture and Recreation)

Forest Fires Prevention Act (Natural Resources)
Forest Tree Pest Control Act (Natural Resources)
Forestry Act (Natural Resources)
Forestry Workers Employment Act (Natural Resources)
Forestry Workers Lien For Wages Act (Natural Resources)
Fraudulent Conveyances Act (Attorney General)
Freedom of Information and Protection of Privacy Act (Management Board of Cabinet)
French Language Services Act (Francophone Affairs)
Freshwater Fish Marketing Act (Ontario) (Natural Resources)
Frustrated Contracts Act (Attorney General)
Fuel Tax Act (Finance)
Funeral Directors and Establishments Act (Consumer and Commercial Relations)
Game and Fish Act (Natural Resources)
Gaming Act (Attorney General)
Gaming Control Act, 1992 (Consumer and Commercial Relations)
Gananoque Lands Act, 1961-62 (Natural Resources)
Gas and Oil Leases Act (Natural Resources)
Gasoline Handling Act (Consumer and Commercial Relations)
Gasoline Tax Act (Finance)
General Welfare Assistance Act (Community and Social Services)
General Welfare Assistance Act (long-term care programs and services only) (Health)
Geographic Township of Hansen Act, 1986 (Municipal Affairs and Housing)
George R. Gardiner Museum of Ceramic Art Act (Citizenship, Culture and Recreation)
Government Contracts Hours and Wages Act (Labour)
Grain Corn Marketing Act (Agriculture, Food and Rural Affairs)
Grain Elevator Storage Act (Agriculture, Food and Rural Affairs)
Habeas Corpus Act (Attorney General)
Healing Arts Radiation Protection Act (Health)
Health Cards and Numbers Control Act, 1991 (Health)
Health Care Accessibility Act (Health)
Health Care Consent Act (Health)
Health Facilities Special Orders Act (Health)
Health Insurance Act (Health)
Health Protection and Promotion Act (Health)
Highway Traffic Act (Transportation)
Homemakers and Nurses Services Act (Health)
Homes for Retarded Persons Act (Community and Social Services)
Homes for Retarded Persons Act (Long-term care programs and services) (Health)
Homes for Special Care Act (Health)
Homes for the Aged and Rest Homes Act (Health)
Hospital Labour Disputes Arbitration Act (Labour)
Hospitals and Charitable Institutions Inquiries Act (Attorney General)
Hotel Fire Safety Act (Solicitor General and Correctional Services)
Hotel Registration of Guests Act (Attorney General)
Housing Development Act (Municipal Affairs and Housing)
Human Rights Code (Citizenship, Culture and Recreation)
Human Tissue Gift Act (Health)
Hunter Damage Compensation Act (Agriculture, Food and Rural Affairs)
Hypnosis Act (Health)
IDEA Corporation Act [Act not consolidated] (Economic Development, Trade and Tourism)
Immunization of School Pupils Act (Health)
Income Tax Act (Finance)
Independent Health Facilities Act (Health)
Indian Lands Act, 1924 (Native Affairs)
Indian Lands Agreement Confirmation Act, 1989 (Native Affairs)
Indian Welfare Services Act (Community and Social Services)
Industrial Standards Act (Labour)
Industrial and Mining Lands Compensation Act (Natural Resources)
Innkeepers Act (Attorney General)
Insurance Act (Finance)
Insurance Statute Law Amendment Act, 1993 (Finance)

International Commercial Arbitration Act (Attorney General)
International Sale of Goods Act (Attorney General)
Interpretation Act (Attorney General)
Interprovincial Summonses Act (Attorney General)
Intervenor Funding Project Act (Attorney General)
Judicial Review Procedure Act (Attorney General)
Junior Farmers Establishment Act (Agriculture, Food and Rural Affairs)
Juries Act (Attorney General)
Justices of the Peace Act (Attorney General)
Laboratory and Specimen Collection Centre Licencing Act (Health)
Labour Relations Act,1995 (Labour)
Lac Seul Conservation Act, 1928 (Natural Resources)
Lake Superior Board of Education Act, 1976 (Education and Training)
Lake of the Woods Control Board Act, 1922 (Natural Resources)
Lakehead University Act, 1965 (Education and Training)
Lakes and Rivers Improvement Act (Natural Resources)
Land Lease Statute Law Amendment Act, 1994 (Municipal Affairs and Housing)
Land Registration Reform Act (Consumer and Commercial Relations)
Land Titles Act (Consumer and Commercial Relations)
Land Transfer Tax Act (Finance)
Landlord and Tenant Act (Attorney General)
Laurentian University of Sudbury Act, 1960 (Education and Training)
Law Society Act (Attorney General)
Legal Aid Act (Attorney General)
Legislative Assembly Act (Legislative Offices)
Legislative Assembly Retirement Allowances Act (Legislative Offices)
Libel and Slander Act (Attorney General)
Lieutenant Governor Act (Cabinet Office)
Lightning Rods Act (Solicitor General and Correctional Services)
Limitations Act (Attorney General)
Limited Partnerships Act (Consumer and Commercial Relations)
Line Fences Act (Municipal Affairs and Housing)
Liquor Control Act (Consumer and Commercial Relations)
Liquor Licence Act (Consumer and Commercial Relations)
Livestock Community Sales Act (Agriculture, Food and Rural Affairs)
Livestock Identification Act (Agriculture, Food and Rural Affairs)
Livestock Medicines Act (Agriculture, Food and Rural Affairs)
Livestock and Livestock Products Act (Agriculture, Food and Rural Affairs)
Livestock, Poultry and Honey Bee Protection Act (Agriculture, Food and Rural Affairs)
Loan Brokers Act, 1999 (Consumer and Commercial Relations)
Loan and Trust Corporations Act (Finance)
Local Government Disclosure of Interest Act, 1994 (Municipal Affairs and Housing)
Local Improvement Act (Municipal Affairs and Housing)
Local Roads Boards Act (Transportation)
Local Services Boards Act (Northern Development and Mines)
London Middlesex Act, 1992 (Municipal Affairs and Housing)
Long Term Care Act, 1994 (Health)
Management Board of Cabinet Act (Management Board of Cabinet)
Manitoba-Ontario Lake St. Joseph Diversion Agreement Authorization Act, 1958 (Natural Resources)
Manitoulin, Barrie and Cockburn Islands Land Act, 1990 (Native Affairs)
Marine Insurance Act (Finance)
Marriage Act (Consumer and Commercial Relations)
Massage Therapy Act (Health)
Massey-Furguson Limited Act, 1981 [Act not consolidated] (Economic Development, Trade and Tourism)
McMaster University, 1976 (Education and Training)
McMichael Canadian Art Collection Act (Citizenship, Culture and Recreation)
Meat Inspection Act (Ontario) (Agriculture, Food and Rural Affairs)

Medical Laboratory Technology Act, 1991 (Health)
Medical Radiation Technology Act, 1991 (Health)
Medicine Act, 1991 (Health)
Members' Conflict of Interest Act (Legislative Offices)
Mental Health Act (Health)
Mental Hospitals Act (Health)
Mental Incompetency Act (Attorney General)
Mercantile Law Amendment Act (Attorney General)
Metro Toronto Police Force Complaints Act, 1984 (Attorney General)
Metropolitan Separate School Board Act, 1953 (Education and Training)
Metropolitan Toronto Convention Centre Corporation Act (Economic Development, Trade and Tourism)
Midwifery Act, 1991 (Health)
Migratory Birds Convention Act (Canada) - Ontario Regulations (Natural Resources)
Milk Act (Agriculture, Food and Rural Affairs)
Mineral Emblem Act (Natural Resources)
Mining Act (Northern Development and Mines)
Mining Tax Act (Finance)
Ministry of Agriculture and Food Act (Agriculture, Food and Rural Affairs)
Ministry of Citizenship and Culture Act (Citizenship, Culture and Recreation)
Ministry of Colleges and Universities Act (Education and Training)
Ministry of Community and Social Services Act (Community and Social Services)
Ministry of Community and Social Services Act (sections 11.1 and 12 re: long-term care programs and services only) (Health)
Ministry of Consumer and Commercial Relations Act (Consumer and Commercial Relations)
Ministry of Correctional Services Act (Solicitor General and Correctional Services)
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Ministry of Health Act (Health)
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Ministry of Labour Act (Labour)
Ministry of Municipal Affairs and Housing Act (Municipal Affairs and Housing)
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Ministry of Northern Development and Mines Act (Northern Development and Mines)
Ministry of Revenue Act (Finance)
Ministry of Tourism and Recreation Act (Citizenship, Culture and Recreation)
Ministry of Transportation Act (Transportation)
Ministry of Treasury and Economics Act (Finance)
Ministry of the Attorney General Act (Attorney General)
Ministry of the Environment Act (Environment)
Ministry of the Solicitor General Act (Solicitor General and Correctional Services)
Minors' Protection Act (Attorney General)
Moosonee Development Area Board Act (Municipal Affairs and Housing)
Mortgage Brokers Act (Finance)
Mortgages Act (Attorney General)
Motor Vehicle Accident Claims Act (Finance)
Motor Vehicle Dealers Act (Consumer and Commercial Relations)
Motor Vehicle Repair Act (Consumer and Commercial Relations)
Motorized Snow Vehicles Act (Transportation)
Municipal Act (Municipal Affairs and Housing)
Municipal Affairs Act (Municipal Affairs and Housing)
Municipal Arbitrations Act (Municipal Affairs and Housing)
Municipal Boundary Negotiations Act (Municipal Affairs and Housing)
Municipal Conflict of Interest Act (Municipal Affairs and Housing)

Municipal Corporations Quieting Orders Act (Municipal Affairs and Housing)
Municipal Elderly Residents' Assistance Act (Municipal Affairs and Housing)
Municipal Elections Act, 1996 (Municipal Affairs and Housing)
Municipal Extra-Territorial Tax Act (Municipal Affairs and Housing)
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National Radio Observatory Act, 1962-63 (Natural Resources)
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Ontario Casino Corporation Act, 1993 (Economic Development, Trade and Tourism)
Ontario Casino Corporation Act, 1993 (Management Board of Cabinet)
Ontario College of Art Act, 1968-69 (Education and Training)
Ontario Credit Union League Limited Act, 1972 (unconsolidated and unrepealed) (Finance)
Ontario Disability Support Program Act (Community and Social Services)
Ontario Drug Benefit Act (Health)
Ontario Educational Communications Authority Act (Citizenship, Culture and Recreation)
Ontario Energy Board Act (Environment)
Ontario Energy Corporation Act (Environment)
Ontario Food Terminal Act (Agriculture, Food and Rural Affairs)
Ontario Geographic Names Board Act (Natural Resources)
Ontario Guaranteed Annual Income Act (Finance)
Ontario Harbours Agreement Act, 1962-63 (Natural Resources)
Ontario Heritage Act (Citizenship, Culture and Recreation)
Ontario Highway Transport Board Act (Transportation)
Ontario Home Ownership Savings Plan Act (Finance)

Ontario Housing Corporation Act (Municipal Affairs and Housing)
Ontario Institute for Studies in Education Act (Education and Training)
Ontario Law Reform Commission Act (Attorney General)
Ontario Loan Act, 1998 (Finance)
Ontario Lottery Corporation Act (Economic Development, Trade and Tourism)
Ontario Lottery Corporation Act (Management Board of Cabinet)
Ontario Medical Association Dues Act, 1991 (Health)
Ontario Mental Health Foundation Act (Health)
Ontario Mineral Exploration Program Act (Northern Development and Mines)
Ontario Municipal Board Act (Municipal Affairs and Housing)
Ontario Municipal Employees Retirement System Act (Municipal Affairs and Housing)
Ontario Municipal Supports Grants Act (Municipal Affairs and Housing)
Ontario New Home Warranties Plan Act (Consumer and Commercial Relations)
Ontario Northland Transportation Commission Act (Northern Development and Mines)
Ontario Place Corporation Act (Economic Development, Trade and Tourism)
Ontario Planning and Development Act, 1994 (Municipal Affairs and Housing)
Ontario Property Assessment Corporation Act, 1997 (Finance)
Ontario Regulation 111/92 - Ontario Aerospace Corporation (Economic Development, Trade and Tourism)
Ontario Regulation 269/90 - Innovation Ontario Corporation (Economic Development, Trade and Tourism)
Ontario Regulation 512/94 - Ontario International Trade Corporation (Economic Development, Trade and Tourism)
Ontario School Trustees' Council Act (Education and Training)
Ontario Society for the Prevention of Cruelty to Animals Act (Solicitor General and Correctional Services)
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Ontario Transportation Development Corporation Act, 1980 (Transportation)
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Ontario Works Act (Community and Social Services)
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Opticianry Act, 1991 (Health)
Optometry Act, 1991 (Health)
Ottawa Congress Centre Act (Economic Development, Trade and Tourism)
Ottawa River Water Powers Act, 1943 (Natural Resources)
Ottawa-Carleton Amalgamations and Elections Act, 1973 (Municipal Affairs and Housing)
Ottawa-Carleton French-Language School Board Act (Education and Training)
Paperback and Periodical Distributors Act (Consumer and Commercial Relations)
Parks Assistance Act (Citizenship, Culture and Recreation)
Partition Act (Attorney General)
Partnerships Act (Consumer and Commercial Relations)
Pawnbrokers Act (Attorney General)
Pay Equity Act (Labour)
Pension Benefits Act (Finance)
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Personal Property Security Act (Consumer and Commercial Relations)
Pesticides Act (Environment)
Petroleum Products Price Freeze Act, 1975 (unconsolidated and unrepealed) (Consumer and Commercial Relations)
Petroleum Resources Act (Natural Resources)
Pharmacy Act, 1991 (Health)
Physician Services Delivery Management Act, 1995 (Health)
Physiotherapy Act, 1991 (Health)

Planning Act (Municipal Affairs and Housing)
Plant Diseases Act (Agriculture, Food and Rural Affairs)
Police Services Act (Solicitor General and Correctional Services)
Police Village of St. George Act, 1980 (Municipal Affairs and Housing)
Policy and Priorities Board of Cabinet Act (Cabinet Office)
Pounds Act (Agriculture, Food and Rural Affairs)
Power Corporation Act (Environment)
Power Corporation Insurance Act (Environment)
Powers of Attorney Act (Attorney General)
Prepaid Hospital and Medical Services Act (Finance)
Prepaid Service Act (Consumer and Commercial Relations)
Private Hospitals Act (Health)
Private Investigators and Security Guards Act (Solicitor General and Correctional Services)
Private Vocational Schools Act (Education and Training)
Proceedings Against the Crown Act (Attorney General)
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Property and Civil Rights Act (Attorney General)
Province of Ontario Savings Office Act (Finance)
Provincial Land Tax Act (Finance)
Provincial Offences Act (Attorney General)
Provincial Parks Act (Natural Resources)
Provincial Schools Negotiations Act (Education and Training)
Psychology Act, 1991 (Health)
Public Accountancy Act (Attorney General)
Public Authorities Protection Act (Attorney General)
Public Guardian & Trustee Act (Attorney General)
Public Halls Act (Attorney General)
Public Hospitals Act (Health)
Public Inquiries Act (Attorney General)
Public Institutions Inspection Act (Attorney General)
Public Lands Act (Natural Resources)
Public Libraries Act (Citizenship, Culture and Recreation)
Public Officers Act (Attorney General)
Public Parks Act (Municipal Affairs and Housing)
Public Sector Dispute Resolution Act, 1997 (Labour)
Public Sector Labour Relations Transition Act, 1997 (Labour)
Public Service Act (Management Board of Cabinet)
Public Service Pension Act (Management Board of Cabinet)
Public Service Works on Highways Act (Transportation)
Public Transportation and Highways Improvement Act (Transportation)
Public Trustee Act (Attorney General)
Public Utilities Act (Municipal Affairs and Housing)
Public Utilities Corporations Act (Municipal Affairs and Housing)
Public Vehicles Act (Transportation)
Public Works Protection Act (Solicitor General and Correctional Services)
Queen's College at Kingston, 1874 (Education and Training)
Race Tracks Act (Finance)
Racing Commission Act (Consumer and Commercial Relations)
Railways Act (Transportation)
Rainbow Bridge Act, 1941 (Transportation)
Real Estate and Business Brokers Act (Consumer and Commercial Relations)
Reciprocal Enforcement of Judgments (U.K.) Act (Attorney General)
Reciprocal Enforcement of Judgments Act (Attorney General)
Reciprocal Enforcement of Support Orders Act (Attorney General)
Regional Municipalities Act (Municipal Affairs and Housing)
Regional Municipality of Durham Act (Municipal Affairs and Housing)
Regional Municipality of Haldimand-Norfolk Act (Municipal Affairs and Housing)
Regional Municipality of Halton Act (Municipal Affairs and Housing)

Regional Municipality of Hamilton-Wentworth Act (Municipal Affairs and Housing)
Regional Municipality of Niagara Act (Municipal Affairs and Housing)
Regional Municipality of Ottawa-Carleton Act (Municipal Affairs and Housing)
Regional Municipality of Ottawa-Carleton Land Acquisition Act, 1980 (Municipal Affairs and Housing)
Regional Municipality of Peel Act (Municipal Affairs and Housing)
Regional Municipality of Sudbury Act (Municipal Affairs and Housing)
Regional Municipality of Waterloo Act (Municipal Affairs and Housing)
Regional Municipality of York Act (Municipal Affairs and Housing)
Registered Insurance Brokers Act (Finance)
Registry Act (Consumer and Commercial Relations)
Regulated Health Professions Act, 1991 (Health)
Regulations Act (Attorney General)
Regulations Revision Act, 1989 (Attorney General)
Religious Freedom Act (Attorney General)
Religious Organizations' Lands Act (Attorney General)
Rent Control Act, 1992 (Municipal Affairs and Housing)
Rental Housing Protection Act (Municipal Affairs and Housing)
Repair and Storage Liens Act (Consumer and Commercial Relations)
Representation Act (Cabinet Office)
Research Foundation Act (Economic Development, Trade and Tourism)
Residential Complex Sales Representation Act (Consumer and Commercial Relations)
Residential Rent Regulations Act (Municipal Affairs and Housing)
Residents' Rights Act, 1994 (Municipal Affairs and Housing)
Respiratory Therapy Act, 1991 (Health)
Retail Business Holidays Act (Solicitor General and Correctional Services)
Retail Business Holidays Act (Consumer and Commercial Relations)
Retail Sales Tax Act (Finance)
Rights of Labour Act (Labour)
Road Access Act (Municipal Affairs and Housing)
Roads and Fences Act (Municipal Affairs and Housing)
Royal Botanical Gardens Act, 1989 (Citizenship, Culture and Recreation)
Royal Ontario Museum Act (Citizenship, Culture and Recreation)
Rural Housing Assistance Act (Municipal Affairs and Housing)
Rural Hydro-Electric Distribution Act (Environment)
Rural Power District Loans Act (Environment)
Safety & Consumer Statutes Administration Act, 1996 (Consumer and Commercial Relations)
Sale of Goods Act (Attorney General)
Sarnia-Lambton Act, 1989 (Municipal Affairs and Housing)
School Boards and Teachers Collective Negotiations Act (Education and Training)
School Trust Conveyances Act (Education and Training)
Science North Act (Citizenship, Culture and Recreation)
Securities Act (Finance)
Seine River Diversion Act, 1952 (Natural Resources)
Settled Estates Act (Attorney General)
Settlers' Pulpwood Protection Act (Natural Resources)
Sheep and Wool Marketing Act (Agriculture, Food and Rural Affairs)
Shoreline Property Assistance Act (Municipal Affairs and Housing)
Short Forms of Conveyances Act, 1980 (Attorney General)
Short Forms of Leases Act (Attorney General)
Short Forms of Mortgages Act, 1980 (Attorney General)
Short Line Railways Act (Transportation)
Small Business Development Corporations Act (Finance)
Small Business and Charities Protection Act, 1998 (Finance)
Smoking in the Workplace Act (Labour)

Social Assistance Reform Act (Community and Social Services)
Social Contract Act, 1993 (Finance)
Social Housing Funding Act, 1997 (Municipal Affairs and Housing)
Soldiers' Aid Commission Act (Community and Social Services)
Solicitors Act (Attorney General)
South African Trust Investments Act (Attorney General)
Spruce Pulpwood Exportation Act (Natural Resources)
St. Clair Parkway Commission Act (Economic Development, Trade and Tourism)
St. Lawrence Parks Commission Act (Economic Development, Trade and Tourism)
Statistics Act (Finance)
Statute Labour Act (Municipal Affairs and Housing)
Statute Labour Act (Transportation)
Statute of Frauds (Attorney General)
Statutes Act (Attorney General)
Statutes Revision Act, 1989 (Attorney General)
Statutory Powers Procedure Act (Attorney General)
Steep Rock Iron Ore Development Act, 1949 (Natural Resources)
Stock Yards Act (Agriculture, Food and Rural Affairs)
Substitute Decisions Act, 1992 (Attorney General)
Succession Duty Act (Finance)
Succession Law Reform Act (Attorney General)
Support and Custody Orders Enforcement Act (Attorney General)
Surveyors Act (Natural Resources)
Surveys Act (Natural Resources)
Tax Sales Confirmation Act, 1974 (Municipal Affairs and Housing)
Teachers Pension Act (Education and Training)
Teaching Profession Act (Education and Training)
Technology Centres Act (Economic Development, Trade and Tourism)
Telephone Act (Economic Development, Trade and Tourism)
Tenant Protection Act, 1997 (Municipal Affairs and Housing)
Territorial Division Act (Municipal Affairs and Housing)
Theatres Act (Consumer and Commercial Relations)
Ticket Speculation Act (Attorney General)
Tile Drainage Act (Agriculture, Food and Rural Affairs)
Time Act (Attorney General)
Tobacco Control Act, 1994 (Health)
Tobacco Tax Act (Finance)
Toll Bridges Act (Transportation)
Tom Longboat Act, 1980 (Municipal Affairs and Housing)
Topsoil Preservation Act (Agriculture, Food and Rural Affairs)
Toronto Area Transit Operating Authority Act (Transportation)
Toronto District Heating Corporation Act, 1980 (Municipal Affairs and Housing)
Toronto Futures Exchange Act, 1983 (Finance)
Toronto Islands Residential Community Stewardship Act, 1993 (Municipal Affairs and Housing)
Toronto Stock Exchange Act (Finance)
Tourism Act (Economic Development, Trade and Tourism)
Town of Wasaga Beach Act, 1973 (Municipal Affairs and Housing)
Township of Marathon Land Act (Northern Development and Mines)
Township of North Plantagenet Act, 1976 (Municipal Affairs and Housing)
Township of Pelee Act, 1978 (Transportation)
Township of South Dumfries Act, 1989 (Municipal Affairs and Housing)
Trades Qualification Act (Education and Training)
Trades Qualification and Apprenticeship Act (in conjuction with the Ministry of Education and Training) (Labour)
Transboundary Pollution Reciprocal Access Act (Attorney General)
Travel Industry Act (Consumer and Commercial Relations)
Treasury Board Act (Management Board of Cabinet)
Treasury Board Act, 1991 (Finance)

Trees Act (Natural Resources)
Trent University Act, 1962-63 (Education and Training)
Trespass to Property Act (Attorney General)
Truck Transportation Act (Transportation)
Trustee Act (Attorney General)
Unclaimed Intangible Property Act (unproclaimed) (Finance)
Unconscionable Transactions Relief Act (Attorney General)
University Expropriation Powers Act (Attorney General)
University Foundations Act, 1992 (Education and Training)
University of Guelph Act, 1964 (Education and Training)
University of Ottawa Act, 1965 (Education and Training)
University of Toronto Act, 1971 (Education and Training)
University of Waterloo act, 1972 (Education and Training)
University of Western Ontario Act, 1982 (Education and Training)
University of Windsor Act, 1962-63 (Education and Training)
Upholstered and Stuffed Articles Act (Consumer and Commercial Relations)
Urban Transportation Development Corporation Ltd. Act, 1980 (Transportation)
Variation of Trusts Act (Attorney General)
Vendors and Purchasers Act (Attorney General)
Veterinarians Act (Agriculture, Food and Rural Affairs)
Vital Statistics Act (Consumer and Commercial Relations)
Vocational Rehabilitation Services Act (Community and Social Services)
Wages Act (Attorney General)
War Veterans Burial Act (Health)
Warehouse Receipts Act (Attorney General)
Waste Management Act, 1992 (Environment)
Waste Management Act, 1992, Parts I and II (Environment)
Water Transfer Control Act (Natural Resources)
Waterfront Regeneration Trust Agency Act, 1992 (Municipal Affairs and Housing)
Weed Control Act (Agriculture, Food and Rural Affairs)
Wharfs and Harbours Act (Municipal Affairs and Housing)
Wild Rice Harvesting Act (Natural Resources)
Wilderness Areas Act (Natural Resources)
Wilfrid Laurier University Act, 1973 (Education and Training)
Wine Content Act (Consumer and Commercial Relations)
Woodlands Improvement Act (Natural Resources)
Workplace Safety and Insurance Act, 1997 (Labour)
York University Act, 1965 (Education and Training)

Frequently Called Numbers

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In recognition of the world's rapidly aging population, the United Nations has declared 1999 the International Year of Older Persons (IYOP). The purpose of the Year is to foster international awareness of seniors' role in society and the need for intergenerational respect and support.

In response to this unique opportunity, the Government of Ontario, through the work of the Ontario Seniors' Secretariat is reaffirming its commitment to caring for an aging society b recognizing seniors' and caregivers' special contributions to the province. In all communities throughout Ontario, generations will be united through special events celebrating the province's IYOP intergenerational theme
Ontario, a province for all ages.

You can participate in the International Year of Older Person by planning how you, your family or your community can work for or with, older persons. To learn more about the IYOP or how to participate in the IYOP celebrations, you can visit our Website at:
http//www.gov.on.ca/health/iyop; or call 1-888-910-1999; or write to:

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